

## Qualification Pack



# Retail Outlet Attendant (Oil & Gas)

QP Code: HYC/Q3101

Version: 3.0

NSQF Level: 3

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## Qualification Pack

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### HYC/Q3101: Retail Outlet Attendant (Oil & Gas)

#### Brief Job Description

The individuals need to work at the fuel station and fill the required quantity and appropriate type of fuel (petrol, diesel, and CNG) in the vehicles while following standard safety procedures. The person at this job also needs to complete and close financial transactions for the services rendered.

#### Personal Attributes

The individual should have a good sense of responsibility, safety consciousness, awareness about financial transaction and should possess good written and oral communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HYC/N3101: Conduct Retail Outlet \(Fuel Station\) Activities](#)
2. [HYC/N3102: Maintain safe and secure working environment.](#)
3. [HYC/N3103: Maintain Health and Hygiene Habits](#)
4. [HYC/N3104: Maintain Customer-Centric Service Orientation](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Retail Distribution, Retail Distribution
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	11
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5245.0101

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<b>Minimum Educational Qualification &amp; Experience</b>	5th grade pass (with 4-years of relevant experience) OR 8th grade pass (with 1-year of relevant experience) OR 9th grade pass OR 8th grade pass (with one year of National Trade Certificate (NTC) after 8th)
<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Approval Date</b>	17/11/2022
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2022/HYC/HSSCI/06777
<b>NQR Version</b>	3.0

### Remarks:

NA

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### HYC/N3101: Conduct Retail Outlet (Fuel Station) Activities

#### Description

This unit is about performing pre-fuelling, fuelling and post-fuelling activities.

#### Scope

The scope covers the following :

- Conduct Retail Outlet (Fuel Station) Activities

#### Elements and Performance Criteria

##### *Pre-Fuelling*

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

- PC1.** marshal/guide the customer to the designated island and manage queue
- PC2.** stay at the designated island and keep the island in clean condition at all times
- PC3.** greet the customer
- PC4.** ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display
- PC5.** ask the customer to switch off the vehicle and his/her mobile for safety
- PC6.** inform the customer of any available schemes/offers in the retail outlet
- PC7.** ask the customer about the required type of fuel and quantity to be filled
- PC8.** prompt for tank full
- PC9.** prompt for branded products
- PC10.** confirm the customers order by repeating the fuel type and quantity
- PC11.** pre-set the customers order quantity in the DU after customer has seen Zero display, before commencing filling

##### *Fuelling*

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

- PC12.** ask the customer to vacate the vehicle in case of CNG and two wheelers
- PC13.** keep the hose at a safe distance from the vehicle
- PC14.** avoid dragging the hose to make it reach the vehicle for fuelling
- PC15.** ensure that the nozzles, vapour guards/caps are in normal position
- PC16.** ensure nozzle cuff guard fits properly over the vehicle tank opening
- PC17.** hold the nozzle till fuelling is completed
- PC18.** in case of CNG place rubber mat on the battery terminal while filling
- PC19.** ensure no one is speaking on the mobile phone around the car while fuelling
- PC20.** show final metre reading and sales amount to the customer

##### *Post-Fuelling*

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

- PC21.** promptly wipe any spillage on the vehicle body

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- PC22.** provide automated/manual) bill to the customer, as requested
- PC23.** provide hard pad for signing the merchant copy in case of card payment
- PC24.** prompt the customer for checking the air in their vehicles tyres
- PC25.** enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle
- PC26.** obtain feedback from the customer for improvement in service
- PC27.** thank the customer and request them to visit again

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** retail outlets policies on personnel management (timing/shift hours), reporting structure, and accounting procedure
- KU2.** problem escalation procedure
- KU3.** the products available in the retail outlet
- KU4.** the safety precautions for before, during, and post-operations
- KU5.** the location of the dispensing units and its switches
- KU6.** operating the fuel dispensing unit
- KU7.** measurement of fuel density and temperature, conduct retail outlet sampling, routine dispenser delivery check
- KU8.** proper and safe procedure of tank lorry decantation
- KU9.** usage of calculator
- KU10.** usage of calibrated hydrometer, thermometer, glass jar, aluminium bucket with proper bonding braided wire, digital air gauge, tyre pressures for different vehicles
- KU11.** billing process and various modes of payment (cash/card/other digital modes)
- KU12.** sales accounting post-shift and handing cash sales to the supervisor
- KU13.** retail outlet automation process and system
- KU14.** usage of various applications on different electronic devices
- KU15.** usage of fire extinguisher and causes of fire
- KU16.** safety precautions in case of fuel spill
- KU17.** about quality checks conducted at retail outlet

## Generic Skills (GS)

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

- GS1.** read the fuel pump display meter for quantity and price
- GS2.** swipe the card for the correct amount
- GS3.** basic arithmetic calculations
- GS4.** prepare bill mentioning car number, fuel rate and total amount to be paid
- GS5.** able to read the cash memo

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- GS6.** assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two wheeler, four wheelers and commercial vehicle)
- GS7.** organise work and ask for help from team members to manage the peak hours traffic, whenever necessary
- GS8.** proactively handle and resolve customer complaints
- GS9.** display polite and courteous behaviour
- GS10.** display proactive behaviour with regards to new schemes/offers in the retail outlet
- GS11.** build a rapport with the customer
- GS12.** understand the latent needs of the customer
- GS13.** maintain a positive and effective relationship with the customer
- GS14.** apply problem-solving approaches in different situations
- GS15.** apply balanced judgment to different situations
- GS16.** assess complexity of task and carry out corrective action as per requirement
- GS17.** read the fuel pump display meter for quantity and price
- GS18.** swipe the card for the correct amount
- GS19.** basic arithmetic calculations
- GS20.** prepare bill mentioning car number, fuel rate and total amount to be paid
- GS21.** able to read the cash memo
- GS22.** assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two wheeler, four wheelers and commercial vehicle)
- GS23.** organise work and ask for help from team members to manage the peak hours traffic, whenever necessary
- GS24.** proactively handle and resolve customer complaints
- GS25.** display polite and courteous behaviour
- GS26.** display proactive behaviour with regards to new schemes/offers in the retail outlet
- GS27.** build a rapport with the customer
- GS28.** understand the latent needs of the customer
- GS29.** maintain a positive and effective relationship with the customer
- GS30.** apply problem-solving approaches in different situations
- GS31.** apply balanced judgment to different situations
- GS32.** assess complexity of task and carry out corrective action as per requirement

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-Fuelling</i>	<b>15</b>	<b>25</b>	-	-
<b>PC1.</b> marshal/guide the customer to the designated island and manage queue	1	3	-	-
<b>PC2.</b> stay at the designated island and keep the island in clean condition at all times	1	2	-	-
<b>PC3.</b> greet the customer	1	2	-	-
<b>PC4.</b> ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display	1	3	-	-
<b>PC5.</b> ask the customer to switch off the vehicle and his/her mobile for safety	1	3	-	-
<b>PC6.</b> inform the customer of any available schemes/offers in the retail outlet	1	2	-	-
<b>PC7.</b> ask the customer about the required type of fuel and quantity to be filled	2	2	-	-
<b>PC8.</b> prompt for tank full	1	2	-	-
<b>PC9.</b> prompt for branded products	2	2	-	-
<b>PC10.</b> confirm the customers order by repeating the fuel type and quantity	2	2	-	-
<b>PC11.</b> pre-set the customers order quantity in the DU after customer has seen Zero display, before commencing filling	2	2	-	-
<i>Fuelling</i>	<b>15</b>	<b>24</b>	-	-
<b>PC12.</b> ask the customer to vacate the vehicle in case of CNG and two wheelers	1	3	-	-
<b>PC13.</b> keep the hose at a safe distance from the vehicle	2	3	-	-
<b>PC14.</b> avoid dragging the hose to make it reach the vehicle for fuelling	2	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> ensure that the nozzles, vapour guards/caps are in normal position	2	3	-	-
<b>PC16.</b> ensure nozzle cuff guard fits properly over the vehicle tank opening	2	3	-	-
<b>PC17.</b> hold the nozzle till fuelling is completed	2	3	-	-
<b>PC18.</b> in case of CNG place rubber mat on the battery terminal while filling	2	2	-	-
<b>PC19.</b> ensure no one is speaking on the mobile phone around the car while fuelling	1	2	-	-
<b>PC20.</b> show final metre reading and sales amount to the customer	1	2	-	-
<i>Post-Fuelling</i>	<b>7</b>	<b>14</b>	-	-
<b>PC21.</b> promptly wipe any spillage on the vehicle body	1	2	-	-
<b>PC22.</b> provide automated/manual) bill to the customer, as requested	2	2	-	-
<b>PC23.</b> provide hard pad for signing the merchant copy in case of card payment	-	2	-	-
<b>PC24.</b> prompt the customer for checking the air in their vehicles tyres	1	2	-	-
<b>PC25.</b> enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle	1	2	-	-
<b>PC26.</b> obtain feedback from the customer for improvement in service	1	2	-	-
<b>PC27.</b> thank the customer and request them to visit again	1	2	-	-
<b>NOS Total</b>	<b>37</b>	<b>63</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3101
<b>NOS Name</b>	Conduct Retail Outlet (Fuel Station) Activities
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Retail Distribution , Retail Distribution
<b>NSQF Level</b>	4
<b>Credits</b>	3.6
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### HYC/N3102: Maintain safe and secure working environment.

#### Description

This unit is about meeting requirements for maintaining a safe and secure working environment.

#### Scope

The scope covers the following :

- Ensure cleanliness around the workplace
- Follow good personal hygiene habits and practices
- Take precautionary health measures

#### Elements and Performance Criteria

##### *Safe and Secure Environment*

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

- PC1.** use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires
- PC2.** check the availability of dry sand in buckets in retail outlet
- PC3.** comply with organizations current safety, security and environmental policies and procedures
- PC4.** report any identified breaches in safety, security, and environmental policies and procedures to the designated person
- PC5.** identify and correct any hazards that can be dealt with safely, competently, and within the limits of individuals authority
- PC6.** report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected
- PC7.** follow organizations emergency and fire-fighting procedures
- PC8.** identify and recommend opportunities for improving safety and security to the designated person

##### *Safety while Handling CNG (during an emergency)*

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

- PC9.** stop filling gas from all dispensers
- PC10.** close all the dispensing point
- PC11.** isolate the gas supply and follow the emergency procedures
- PC12.** shut the power supply
- PC13.** Push/ direct all the vehicles out of the station and ensure that no one comes in
- PC14.** inform the concerned authority
- PC15.** change or repair the damaged equipment
- PC16.** start operation only after the control rooms approval

#### Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** helpline numbers like numbers of emergency services like ambulance, fire brigade, police, nearest hospital, medical assistance, etc.
- KU2.** when and how to report hazards
- KU3.** organizations emergency and disaster management procedures
- KU4.** importance of maintaining high standards of safety and security
- KU5.** location of the dispensing units and its switches
- KU6.** different hazards at workplace
- KU7.** safety measures while dealing with different types of fuels (petrol, diesel, CNG, etc.)
- KU8.** different types of breaches in safety and security
- KU9.** different types of fire extinguisher and its uses
- KU10.** implications that any non-compliance with safety and security measure may have on individuals and the organization
- KU11.** the basics of first aid and its application
- KU12.** accounting post-shift and handing cash sales to the supervisor
- KU13.** outlet automation process and system
- KU14.** of various applications on different electronic devices
- KU15.** of fire extinguisher and causes of fire
- KU16.** precautions in case of fuel spill
- KU17.** quality checks conducted at retail outlet

## Generic Skills (GS)

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

- GS1.** read the safety charts and signs
- GS2.** maintain well-written reports with attention to detail
- GS3.** Read instructions, guidelines/procedures
- GS4.** listen to and verbally communicate information with all those who are concerned
- GS5.** follow the SOPs on disaster management and emergency action plan
- GS6.** use presence of mind wherever necessary and be alert
- GS7.** maintaining a cool and calm composure
- GS8.** make decisions on a suitable course of action or response
- GS9.** understand your role as an attendant in case of an accident or emergency at the retail outletSB2. plan and organize work to achieve targets and deadlines
- GS10.** check that the work meets customer requirements
- GS11.** deliver consistent and reliable service to customers
- GS12.** apply problem-solving approaches in different situations and follow SOPs diligently
- GS13.** apply balanced judgments to different situations
- GS14.** a rapport with the customer
- GS15.** the latent needs of the customer

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- GS16.** a positive and effective relationship with the customer
- GS17.** problem-solving approaches in different situations
- GS18.** balanced judgment to different situations
- GS19.** complexity of task and carry out corrective action as per requirement
- GS20.** read the safety charts and signs
- GS21.** maintain well-written reports with attention to detail
- GS22.** Read instructions, guidelines/procedures
- GS23.** listen to and verbally communicate information with all those who are concerned
- GS24.** follow the SOPs on disaster management and emergency action plan
- GS25.** use presence of mind wherever necessary and be alert
- GS26.** maintaining a cool and calm composure
- GS27.** make decisions on a suitable course of action or response
- GS28.** understand your role as an attendant in case of an accident or emergency at the retail outletSB2. plan and organize work to achieve targets and deadlines
- GS29.** check that the work meets customer requirements
- GS30.** deliver consistent and reliable service to customers
- GS31.** apply problem-solving approaches in different situations and follow SOPs diligently
- GS32.** apply balanced judgments to different situations
- GS33.** a rapport with the customer
- GS34.** the latent needs of the customer
- GS35.** a positive and effective relationship with the customer
- GS36.** problem-solving approaches in different situations
- GS37.** balanced judgment to different situations
- GS38.** complexity of task and carry out corrective action as per requirement

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Safe and Secure Environment</i>	<b>26</b>	<b>34</b>	-	-
<b>PC1.</b> use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires	4	6	-	-
<b>PC2.</b> check the availability of dry sand in buckets in retail outlet	2	3	-	-
<b>PC3.</b> comply with organizations current safety, security and environmental policies and procedures	5	5	-	-
<b>PC4.</b> report any identified breaches in safety, security, and environmental policies and procedures to the designated person	2	3	-	-
<b>PC5.</b> identify and correct any hazards that can be dealt with safely, competently, and within the limits of individuals authority	5	5	-	-
<b>PC6.</b> report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected	2	3	-	-
<b>PC7.</b> follow organizations emergency and fire-fighting procedures	4	6	-	-
<b>PC8.</b> identify and recommend opportunities for improving safety and security to the designated person	2	3	-	-
<i>Safety while Handling CNG (during an emergency)</i>	<b>16</b>	<b>24</b>	-	-
<b>PC9.</b> stop filling gas from all dispensers	2	3	-	-
<b>PC10.</b> close all the dispensing point	2	3	-	-
<b>PC11.</b> isolate the gas supply and follow the emergency procedures	2	3	-	-
<b>PC12.</b> shut the power supply	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Push/ direct all the vehicles out of the station and ensure that no one comes in	2	3	-	-
<b>PC14.</b> inform the concerned authority	2	3	-	-
<b>PC15.</b> change or repair the damaged equipment	2	3	-	-
<b>PC16.</b> start operation only after the control rooms approval	2	3	-	-
<b>NOS Total</b>	<b>42</b>	<b>58</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3102
<b>NOS Name</b>	Maintain safe and secure working environment.
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Retail Distribution , Retail Distribution
<b>NSQF Level</b>	4
<b>Credits</b>	1.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022



## Qualification Pack

### HYC/N3103: Maintain Health and Hygiene Habits

#### Description

This unit is about maintaining good health and hygiene

#### Scope

The scope covers the following :

- Maintain cleanliness at workplace
- Follow personal hygiene habits
- Undertake precautionary health measures

#### Elements and Performance Criteria

##### *Maintain cleanliness at workplace*

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

- PC1.** keep the workplace regularly clean and clear of waste or other litter
- PC2.** identify poor organizational practices with respect to hygiene and cleaning

##### *follow personal hygiene habits*

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

- PC3.** sanitise hands whenever necessary
- PC4.** maintain personal hygiene habits and practices
- PC5.** maintain dental hygiene

##### *Undertake precautionary health measures*

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

- PC6.** report any personal health issues related to injury and infectious diseases
- PC7.** use a tissue, cover the mouth and turn away from people while sneezing or coughing
- PC8.** wash/wipe hands after coughing and sneezing
- PC9.** undergo preventive health check-ups at regular intervals
- PC10.** take prompt treatment from a registered doctor in case of illness
- PC11.** get appropriate precautionary vaccines regularly
- PC12.** maintain general sense of hygiene and appreciation for cleanliness

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on health and hygiene at workplace
- KU2.** healthy work practices
- KU3.** grooming and be well-groomed
- KU4.** personal hygiene and follow it

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**KU5.** need to maintain cleanliness at workplace

**KU6.** need to display company id at all times during work hours

### Generic Skills (GS)

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

**GS1.** how to plan the work to meet the deadline

**GS2.** apply problem solving approaches in different situations

**GS3.** apply balanced judgments in different situations

**GS4.** read instructions, guidelines/procedures and reports

**GS5.** identify and report potential sources of danger

**GS6.** communicate effectively by writing

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain cleanliness at workplace</i>	<b>3</b>	<b>5</b>	-	-
<b>PC1.</b> keep the workplace regularly clean and clear of waste or other litter	1	2	-	-
<b>PC2.</b> identify poor organizational practices with respect to hygiene and cleaning	2	3	-	-
<i>follow personal hygiene habits</i>	<b>5</b>	<b>7</b>	-	-
<b>PC3.</b> sanitise hands whenever necessary	1	2	-	-
<b>PC4.</b> maintain personal hygiene habits and practices	2	3	-	-
<b>PC5.</b> maintain dental hygiene	2	2	-	-
<i>Undertake precautionary health measures</i>	<b>12</b>	<b>18</b>	-	-
<b>PC6.</b> report any personal health issues related to injury and infectious diseases	2	3	-	-
<b>PC7.</b> use a tissue, cover the mouth and turn away from people while sneezing or coughing	1	2	-	-
<b>PC8.</b> wash/wipe hands after coughing and sneezing	2	3	-	-
<b>PC9.</b> undergo preventive health check-ups at regular intervals	2	2	-	-
<b>PC10.</b> take prompt treatment from a registered doctor in case of illness	2	3	-	-
<b>PC11.</b> get appropriate precautionary vaccines regularly	1	2	-	-
<b>PC12.</b> maintain general sense of hygiene and appreciation for cleanliness	2	3	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3103
<b>NOS Name</b>	Maintain Health and Hygiene Habits
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Generic, Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### HYC/N3104: Maintain Customer-Centric Service Orientation

#### Description

This unit is about engaging customers, fulfilling their needs and achieving customer satisfaction by giving quality service.

#### Scope

The scope covers the following :

- engage with customers to understand their service quality requirements
- Fulfil customer requirements to achieve customer satisfaction

#### Elements and Performance Criteria

##### *Engaging with Customers for Assessing Service Quality Requirements*

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

- PC1.** greet the customer
- PC2.** understand the customers needs for service quality requirements
- PC3.** receive and record regular feedback from the customers on current service, complaints and improvements to be made

##### *Achieving Customer Satisfaction*

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

- PC4.** treat customers fairly and with due respect
- PC5.** ensure that customer expectations are met
- PC6.** communicate feedback of customers to seniors
- PC7.** always adhere to service and safety guidelines

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on health and hygiene at workplace
- KU2.** service quality standards and guidelines
- KU3.** acts and regulations governed by the law

#### Generic Skills (GS)

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

- GS1.** read and interpret relevant organizational policies, procedures and diagrams that identify good health and hygiene practices
- GS2.** fill up any documentation required to maintain health and hygiene
- GS3.** read instructions, guidelines/procedures

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- GS4.** receive instructions from doctor and supervisor on medical care
- GS5.** verbally report hygiene hazards and poor organizational practice
- GS6.** make decisions on a suitable course of action or response
- GS7.** assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two-wheeler, four wheelers and commercial vehicle)
- GS8.** organise work and ask for help from team members to manage the peak hours traffic, whenever necessary
- GS9.** address customer complaints and handle dissatisfied customers
- GS10.** provide information to customers on specific facilities and services available
- GS11.** understand the latent needs of the customer
- GS12.** ensure quality of services offered caters to the needs of customer
- GS13.** apply problem-solving approaches in different situations and follow SOPs diligently
- GS14.** apply balanced judgments to different situations
- GS15.** assess complexity of task and carry out corrective action as per requirement

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Engaging with Customers for Assessing Service Quality Requirements</i>	<b>19</b>	<b>21</b>	-	-
<b>PC1.</b> greet the customer	4	6	-	-
<b>PC2.</b> understand the customers needs for service quality requirements	10	10	-	-
<b>PC3.</b> receive and record regular feedback from the customers on current service, complaints and improvements to be made	5	5	-	-
<i>Achieving Customer Satisfaction</i>	<b>28</b>	<b>32</b>	-	-
<b>PC4.</b> treat customers fairly and with due respect	4	6	-	-
<b>PC5.</b> ensure that customer expectations are met	10	10	-	-
<b>PC6.</b> communicate feedback of customers to seniors	4	6	-	-
<b>PC7.</b> always adhere to service and safety guidelines	10	10	-	-
<b>NOS Total</b>	<b>47</b>	<b>53</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3104
<b>NOS Name</b>	Maintain Customer-Centric Service Orientation
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Retail Distribution , Retail Distribution
<b>NSQF Level</b>	4
<b>Credits</b>	2.3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022



## Qualification Pack

### 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:

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- 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.

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**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

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- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## 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.



## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 50**

(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
HYC/N3101. Conduct Retail Outlet (Fuel Station) Activities	37	63	0	0	100	20
HYC/N3102. Maintain safe and secure working environment.	42	58	-	-	100	20
HYC/N3103. Maintain Health and Hygiene Habits	20	30	-	-	50	20
HYC/N3104. Maintain Customer-Centric Service Orientation	47	53	0	0	100	20
DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30	-	-	50	20
<b>Total</b>	<b>166</b>	<b>234</b>	<b>-</b>	<b>-</b>	<b>400</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>PPE</b>	Personal Protective Equipment

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.