

Qualification Pack



LPG Delivery Personnel

QP Code: HYC/Q3201

Version: 3.0

NSQF Level: 3

Hydrocarbon Sector Skill Council || OIDB Bhawan, Tower C, 2nd Floor, Plot No. 2, Vikas Marg, Sector - 73

Noida (U.P) -201301 || email:admin@hsscindia.in

Qualification Pack

Contents

HYC/Q3201: LPG Delivery Personnel	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
HYC/N3201: Deliver LPG Cylinders to Consumers	5
HYC/N3202: Assist in Upkeep and Maintenance of LPG Cylinders Storage Area	12
HYC/N3102: Maintain safe and secure working environment.	17
HYC/N3103: Maintain Health and Hygiene Habits	23
DGT/VSQ/N0102: Employability Skills (60 Hours)	27
Assessment Guidelines and Weightage	34
<i>Assessment Guidelines</i>	34
<i>Assessment Weightage</i>	35
Acronyms	36
Glossary	37

Qualification Pack

HYC/Q3201: LPG Delivery Personnel

Brief Job Description

Individuals at this job need to collect LPG cylinders from the godown to deliver and install in the consumer's place while following standard safety procedures. The individual must also complete the financial transaction for the service rendered

Personal Attributes

The personnel must be physically fit to carry the filled cylinder on his shoulder or by hand from the vehicle to the consumers place. The personnel must demonstrate consumer centricity and foresee potential obstacles that may occur. The personnel must be observant and detail oriented, and should display presence of mind at all times. Individual must demonstrate good conduct and be able to communicate effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HYC/N3201: Deliver LPG Cylinders to Consumers](#)
2. [HYC/N3202: Assist in Upkeep and Maintenance of LPG Cylinders Storage Area](#)
3. [HYC/N3102: Maintain safe and secure working environment.](#)
4. [HYC/N3103: Maintain Health and Hygiene Habits](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution, LPG Distribution
Country	India
NSQF Level	3
Credits	11

Qualification Pack

Aligned to NCO/ISCO/ISIC Code	NCO-2015/Nil
Minimum Educational Qualification & Experience	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)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	17/11/2027
NSQC Approval Date	17/11/2022
Version	3.0
Reference code on NQR	2022/HYC/HSSCI/06772
NQR Version	3.0

Remarks:

NA

Qualification Pack

HYC/N3201: Deliver LPG Cylinders to Consumers

Description

This unit is about performing pre-delivery, delivery and post-delivery activities

Scope

The scope covers the following :

- Pre-delivery
- Delivery
- Post-delivery

Elements and Performance Criteria

Pre-Delivery

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

- PC1.** collect the refilled LPG cylinders from the godown as per the days distribution schedule and plan of delivery
- PC2.** collect sound cylinders from the godown after carrying out pre-delivery checks (weight, body leak, bung leak, seal, etc.)
- PC3.** ensure the tool kit is ready with all the essential tools and replenish the required consumables
- PC4.** collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/showroom and carry them along for delivery
- PC5.** ensure all the requisite details are printed on the cash memo
- PC6.** carry a portable weighing machine to check the weight of the cylinder
- PC7.** keep the delivery vehicle ready
- PC8.** check the consumer's address and delivery time instructions
- PC9.** in case the house is found locked, stick the tear-off slip with house-lock intimation on the consumers main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns

Delivery

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

- PC10.** greet the consumer
- PC11.** weigh the cylinder in the presence of the consumer to verify weight as per standards
- PC12.** roll the cylinder on foot ring to the kitchen
- PC13.** ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill
- PC14.** switch off the knob of the gas stove and also the regulator
- PC15.** conduct a Pre-Delivery Check (PDC)
- PC16.** replace the empty cylinder with a new refill
- PC17.** in case of new connection follow the SOP for new connection installation

Qualification Pack

- PC18.** check the pressure regulator and rubber hose while replacing the cylinder
- PC19.** open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly
- PC20.** check for any leakage in the cylinder (from the joint and valve)
- PC21.** switch on the regulator
- PC22.** light a matchstick
- PC23.** switch on the gas stove to make sure that flame is ignited
- PC24.** remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the godown in case of any leakage
- PC25.** check in case of faulty O-ring, replace it
- PC26.** in case of new connection, demonstrate the use with a live demo
- PC27.** explain safety instructions to the consumer about using the LPG cylinder
- PC28.** provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment
- PC29.** obtain the consumers signature on the counter slip and retain the copy
- PC30.** update the serial number, date of delivery in the consumers book and complete the transaction on Ezy Gas App
- PC31.** politely communicate to the consumer against unsafe practices

Post-Delivery

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

- PC32.** inform the consumer about available schemes/ARB products, important/emergency numbers
- PC33.** ask the consumer for feedback, record the same and convey the same to the showroom staff
- PC34.** if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG
- PC35.** thank the consumer before leaving
- PC36.** return the cash memo counter slip copy to showroom
- PC37.** inform the distributor about any unsafe practices observed at the consumers premises (e.g. using LPG stove on the floor, using the green rubber hose, using T joint for connecting two burners, etc.)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company policies on timing/shift hours of LPG plants and reporting structure of LPG distributorship
- KU2.** problem escalation procedure in case of complaints and consumer not adhering to safety norms despite specific advice
- KU3.** basic knowledge about the OMC and products sold by the OMC
- KU4.** role of the LPG delivery personnel and their significance in enhancing the brand image of the organization
- KU5.** LPG gas cylinders and its uses
- KU6.** characteristics of LPG

Qualification Pack

- KU7.** system of filling LPG cylinders and how LPG cylinders are checked to ensure there is no defects
- KU8.** tools, equipment and other requirements to be carried while on delivery
- KU9.** method to fit the cylinder in the consumers kitchen
- KU10.** dos and donts during LPG cylinder delivery and installation
- KU11.** LPG cylinder post-delivery activities
- KU12.** billing process and various modes of payment (cash/card/other digital modes)
- KU13.** sales accounting and handing cash and sales to the supervisor
- KU14.** usage of various applications on different electronic devices for updating transactions (e.g. Ezy Gas App)

Generic Skills (GS)

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

- GS1.** read the cash memo
- GS2.** update the serial number, date of delivery in the consumers book
- GS3.** use mobile phone/POS machines for updating Ezy Gas
- GS4.** accept digital payment modes
- GS5.** inform the consumer about safety tips, latest schemes, emergency number, complaint number, booking number printed on the cash memo, etc.
- GS6.** ask for feedback from the consumer
- GS7.** apologise (whenever necessary) and thank the consumer
- GS8.** plan and prioritise the deliveries as per addresses and delivery timings specified
- GS9.** display polite and courteous behaviour
- GS10.** display proactive behaviour with regards to new schemes and offers
- GS11.** build a rapport with the consumer
- GS12.** maintain a positive and effective relationship with the consumer
- GS13.** explain the safe use of LPG cylinders and tips to save fuel to the consumers
- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-Delivery</i>	14	21	-	-
PC1. collect the refilled LPG cylinders from the godown as per the days distribution schedule and plan of delivery	2	-	-	-
PC2. collect sound cylinders from the godown after carrying out pre-delivery checks (weight, body leak, bung leak, seal, etc.)	5	5	-	-
PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables	-	2	-	-
PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/showroom and carry them along for delivery	-	2	-	-
PC5. ensure all the requisite details are printed on the cash memo	-	2	-	-
PC6. carry a portable weighing machine to check the weight of the cylinder	2	3	-	-
PC7. keep the delivery vehicle ready	-	3	-	-
PC8. check the consumer's address and delivery time instructions	2	-	-	-
PC9. in case the house is found locked, stick the tear-off slip with house-lock intimation on the consumers main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns	3	4	-	-
<i>Delivery</i>	65	80	-	-
PC10. greet the consumer	2	3	-	-
PC11. weigh the cylinder in the presence of the consumer to verify weight as per standards	2	3	-	-
PC12. roll the cylinder on foot ring to the kitchen	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill	3	4	-	-
PC14. switch off the knob of the gas stove and also the regulator	3	4	-	-
PC15. conduct a Pre-Delivery Check (PDC)	-	1	-	-
PC16. replace the empty cylinder with a new refill	2	2	-	-
PC17. in case of new connection follow the SOP for new connection installation	5	5	-	-
PC18. check the pressure regulator and rubber hose while replacing the cylinder	3	4	-	-
PC19. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	5	5	-	-
PC20. check for any leakage in the cylinder (from the joint and valve)	5	5	-	-
PC21. switch on the regulator	2	3	-	-
PC22. light a matchstick	2	3	-	-
PC23. switch on the gas stove to make sure that flame is ignited	2	3	-	-
PC24. remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the godown in case of any leakage	3	4	-	-
PC25. check in case of faulty O-ring, replace it	2	3	-	-
PC26. in case of new connection, demonstrate the use with a live demo	5	5	-	-
PC27. explain safety instructions to the consumer about using the LPG cylinder	5	5	-	-
PC28. provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment	3	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. obtain the consumers signature on the counter slip and retain the copy	2	3	-	-
PC30. update the serial number, date of delivery in the consumers book and complete the transaction on Ezy Gas App	2	3	-	-
PC31. politely communicate to the consumer against unsafe practices	5	5	-	-
<i>Post-Delivery</i>	15	20	-	-
PC32. inform the consumer about available schemes/ARB products, important/emergency numbers	2	3	-	-
PC33. ask the consumer for feedback, record the same and convey the same to the showroom staff	2	3	-	-
PC34. if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG	2	3	-	-
PC35. thank the consumer before leaving	2	3	-	-
PC36. return the cash memo counter slip copy to showroom	2	3	-	-
PC37. inform the distributor about any unsafe practices observed at the consumers premises (e.g. using LPG stove on the floor, using the green rubber hose, using T joint for connecting two burners, etc.)	5	5	-	-
NOS Total	94	121	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3201
NOS Name	Deliver LPG Cylinders to Consumers
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution , LPG Distribution
NSQF Level	3
Credits	3.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQF Clearance Date	17/11/2022

Qualification Pack

HYC/N3202: Assist in Upkeep and Maintenance of LPG Cylinders Storage Area

Description

This unit is about obtaining the delivery requisites and assisting the godown keeper in upkeep and maintenance of LPG storage area.

Scope

The scope covers the following :

- collect the delivery requisites as per the schedule
- assist in upkeep and maintenance of LPG storage area

Elements and Performance Criteria

Collect Delivery Requisites as per the Schedule

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

- PC1.** check the delivery requirements as per the schedule with the showroom staff
- PC2.** check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule
- PC3.** inspect and identify the cylinders fit for delivery
- PC4.** mark the defective cylinders during inspection and move it to the designated area
- PC5.** perform quick inspection of the vehicle to be taken for the days trip and ensure it is in suitable working condition
- PC6.** load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines
- PC7.** ensure that MRP/price tags are available on all commercial cylinders
- PC8.** collect all the necessary documents, devices, tool kit, etc. For delivery on every trip

Assist in Upkeep and Maintenance of Storage Area

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

- PC9.** stay alert and observant to notice potential hazards in and around the storage area
- PC10.** alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area
- PC11.** always adhere to the safety guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies and workplace ethics and practices for safe storage and handling of LPG cylinders
- KU2.** the standards and requirements (legal and statutory) for a LPG cylinder storage point

Qualification Pack

- KU3.** acts and regulations governed by the law
- KU4.** role of the delivery personnel in upkeep and maintenance of the godown
- KU5.** dos and donts of LPG cylinder storage and handling
- KU6.** how the godown stock register is maintained
- KU7.** how LPG cylinders are stored in the godown (separate area marked for filled, empty and defective cylinders) and handled during transportation/loading/unloading

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 and interpret relevant organisational policies and procedures that identify the various processes in retail automation
- GS4.** read the safety charts and signs
- GS5.** receive instructions from doctor and supervisor on medical care
- GS6.** verbally report hygiene hazards and poor organizational practice
- GS7.** make decisions on a suitable course of action or response
- GS8.** proactively handle and resolve customer complaints
- GS9.** display polite and courteous behaviour
- GS10.** display proactive behaviour with regards to new schemes/offers
- 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 and follow SOPs diligently
- GS15.** apply balanced judgments to different situations
- GS16.** assess complexity of task and carry out corrective action as per requirement
- GS17.** identify and assess how violation of any safety norms may lead to accidents
- GS18.** read and interpret relevant organizational policies, procedures and diagrams that identify good health and hygiene practices
- GS19.** fill up any documentation required to maintain health and hygiene
- GS20.** read and interpret relevant organisational policies and procedures that identify the various processes in retail automation
- GS21.** read the safety charts and signs
- GS22.** receive instructions from doctor and supervisor on medical care
- GS23.** verbally report hygiene hazards and poor organizational practice
- GS24.** make decisions on a suitable course of action or response
- GS25.** proactively handle and resolve customer complaints
- GS26.** display polite and courteous behaviour
- GS27.** display proactive behaviour with regards to new schemes/offers

Qualification Pack

- GS28.** build a rapport with the customer
- GS29.** understand the latent needs of the customer
- GS30.** maintain a positive and effective relationship with the customer
- GS31.** apply problem-solving approaches in different situations and follow SOPs diligently
- GS32.** apply balanced judgments to different situations
- GS33.** assess complexity of task and carry out corrective action as per requirement
- GS34.** identify and assess how violation of any safety norms may lead to accidents

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect Delivery Requisites as per the Schedule</i>	23	34	-	-
PC1. check the delivery requirements as per the schedule with the showroom staff	2	3	-	-
PC2. check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule	2	3	-	-
PC3. inspect and identify the cylinders fit for delivery	3	6	-	-
PC4. mark the defective cylinders during inspection and move it to the designated area	2	4	-	-
PC5. perform quick inspection of the vehicle to be taken for the days trip and ensure it is in suitable working condition	2	4	-	-
PC6. load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines	5	5	-	-
PC7. ensure that MRP/price tags are available on all commercial cylinders	2	4	-	-
PC8. collect all the necessary documents, devices, tool kit, etc. For delivery on every trip	5	5	-	-
<i>Assist in Upkeep and Maintenance of Storage Area</i>	7	11	-	-
PC9. stay alert and observant to notice potential hazards in and around the storage area	2	3	-	-
PC10. alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area	2	3	-	-
PC11. always adhere to the safety guidelines	3	5	-	-
NOS Total	30	45	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3202
NOS Name	Assist in Upkeep and Maintenance of LPG Cylinders Storage Area
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution , LPG Distribution
NSQF Level	3
Credits	2.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	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)

Qualification Pack

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.** rapport with the customer
- GS15.** the latent needs of the customer

Qualification Pack

- 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>	26	34	-	-
PC1. use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires	4	6	-	-
PC2. check the availability of dry sand in buckets in retail outlet	2	3	-	-
PC3. comply with organizations current safety, security and environmental policies and procedures	5	5	-	-
PC4. report any identified breaches in safety, security, and environmental policies and procedures to the designated person	2	3	-	-
PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individuals authority	5	5	-	-
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	2	3	-	-
PC7. follow organizations emergency and fire-fighting procedures	4	6	-	-
PC8. identify and recommend opportunities for improving safety and security to the designated person	2	3	-	-
<i>Safety while Handling CNG (during an emergency)</i>	16	24	-	-
PC9. stop filling gas from all dispensers	2	3	-	-
PC10. close all the dispensing point	2	3	-	-
PC11. isolate the gas supply and follow the emergency procedures	2	3	-	-
PC12. shut the power supply	2	3	-	-

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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.

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	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/N3201.Deliver LPG Cylinders to Consumers	94	121	-	-	215	20
HYC/N3202.Assist in Upkeep and Maintenance of LPG Cylinders Storage Area	30	45	-	-	75	20
HYC/N3102.Maintain safe and secure working environment.	42	58	-	-	100	20
HYC/N3103.Maintain Health and Hygiene Habits	20	30	-	-	50	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	206	284	-	-	490	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
SS	Stainless Steel
PPE	Personal Protective Equipment

Qualification Pack

Glossary

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

Qualification Pack

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