Gas Meter Reader

QP Code: HYC/Q3701

Version: 2.0

NSQF Level: 3

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HYC/Q3701: Gas Meter Reader

Brief Job Description

Gas Meter Reader is responsible to capture gas consumption reading from gas meters installed in consumer's premises for the generation of gas consumption bill. The individual is also responsible for physical inspection of gas meter for any external damage, tampering and similar faults. The person is required to maintain a complete record of each visit to consumer premises and their request or any operational queries. They act as the first level of support staff between consumer and gas distribution company.

Personal Attributes

The individual must have the ability to travel extensively. The person should be well versed with local language

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HYC/N3701: Carry out Gas meter reading activity for bill generation and handle consumer queries

2. HYC/N9301: Working Effectively in a team

3. HYC/N9302: Maintain health, safety and security procedures

4. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Sales and Services, Sales and Services
Country	India
NSQF Level	3
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO/2015-9623.0300

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 Cetificate (NTC) after 8th)
Minimum Level of Education for Training in School	5th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	2.0
Reference code on NQR	2022/HYC/HSSCI/06769
NQR Version	2.0

Remarks:

NA

HYC/N3701: Carry out Gas meter reading activity for bill generation and handle consumer queries

Description

This unit is about recording the gas consumption reading from consumers meter and submit the same to the concerned department for bill generation

Scope

The scope covers the following :

- Prepare for visiting the consumers location
- Visit consumers premises to record gas meter reading

Elements and Performance Criteria

Prepare for visiting the consumer's location

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

PC1.   prepare consumer's index list and meter reading route as per billing cycle

PC2.   update the consumer's index list regularly with new or discontinued connections

PC3.   plan meter reading route efficiently as per meter reading cycle days based on total travel time involved, resources available, number of stops/meters to service and geographic conditions of the work area

PC4.   keep all records, ID-card, meter reading book, hand-held device, etc. handy prior to visiting consumer's location

Visit consumer's premises to record gas meter reading

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

PC5.   greet the consumer

PC6.   ensure that entry will only be up to the gas meter in the presence of consumer or with their representative if gas meter is located inside the house

PC7.   display proper etiquette while interacting with the consumer

PC8.   follow company's policy and procedure in case of an industrial or commercial set up

PC9.   check physical status of gas meter for unauthorized connection, broken seal, tampering, any other defects or any hazardous condition like gas leakage, corrosion, etc.

PC10.   verify registered consumer with meter number and their address as per the records of gas distribution company

PC11.   read correct gas consumption reading from gas meter as per the Standard Operating Procedure (SOP) and record the same with date in meter reading book or hand-held device or smart phone

PC12.   verify meter reading if consumption appears to be abnormal and record possible reasons

PC13.   listen to the consumer's queries properly and be polite and patient while responding

PC14.   inform the consumer about the do's & don'ts and safety precautions to be taken in case of leakage of gas

PC15. reschedule the visit if consumer is not available and ensure not to post average meter reading in two consecutive sequences

PC16. submit the captured readings to the concerned department for compilation of data and bill generation

PC17. maintain the complete record of each visit and consumer's queries with respect to issues such as regulator service, excess bill amount etc., and submit the same to reporting authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on: personnel management and duty reporting

KU2. procedure and associated MIS compliance

KU3. the public safety and security

KU4. the reporting structure within organization

KU5. the customer need and quality standard of service

KU6. the problem escalation procedures

KU7. basic properties of flammable gas

KU8. category of consumer either a domestic, commercial or industrial and their tariff implications

KU9. types of gas meters i.e. mechanical, digital or electronics meters, remote meters and their alarms and beep indications, in built valves/buttons to disconnect supply

KU10. how to operate hand held device, its connection with gas meter, data download and upload the same in computer system for bill generation

KU11. manual posting of reading in meter reading book

KU12. the health and safety precautions while noting meter reading under hazardous conditions

KU13. gas safety (installation and use) regulations

KU14. gas meters testing procedures and usage of testing devices

KU15. company system software application and its usage

KU16. the usage of relevant applications in the smart mobile phone for capturing the meter readings and forwarding for billing process

KU17. usage of gas detectors

KU18. possible malfunctions in gas meters

Generic Skills (GS)

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

GS1. note the information communicated by the consumer

GS2. note down observations related to standard signs and symbols on the gas meter (if any)

GS3. how to read and interpret the process required for various types of metering and billing operations

GS4. how to read manuals and operation documents to understand the metering equipment used for operation

GS5. discuss task lists, schedules and activities with the planner/operator

GS6. effectively communicate with the team members

GS7. attentively listen and comprehend the information given by the speaker

GS8. communicate clearly with the consumer on the issues faced during query/fault

GS9. plan and prioritise the daily visits

GS10. display polite and courteous behaviour

GS11. display proactive behaviour with regards to new schemes and offers

GS12. build a rapport with the consumer

GS13. maintain a positive and effective relationship with the consumer

GS14. apply problem-solving approaches in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for visiting the consumer's location	**7**	**13**	**-**	**-**
PC1. prepare consumer's index list and meter reading route as per billing cycle	2	3	-	-
PC2. update the consumer's index list regularly with new or discontinued connections	1	3	-	-
PC3. plan meter reading route efficiently as per meter reading cycle days based on total travel time involved, resources available, number of stops/meters to service and geographic conditions of the work area	2	3	-	-
PC4. keep all records, ID-card, meter reading book, hand-held device, etc. handy prior to visiting consumer's location	2	4	-	-
Visit consumer's premises to record gas meter reading	**23**	**57**	**-**	**-**
PC5. greet the consumer	1	4	-	-
PC6. ensure that entry will only be up to the gas meter in the presence of consumer or with their representative if gas meter is located inside the house	1	4	-	-
PC7. display proper etiquette while interacting with the consumer	2	3	-	-
PC8. follow company's policy and procedure in case of an industrial or commercial set up	2	4	-	-
PC9. check physical status of gas meter for unauthorized connection, broken seal, tampering, any other defects or any hazardous condition like gas leakage, corrosion, etc.	2	5	-	-
PC10. verify registered consumer with meter number and their address as per the records of gas distribution company	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. read correct gas consumption reading from gas meter as per the Standard Operating Procedure (SOP) and record the same with date in meter reading book or hand-held device or smart phone	2	7	-	-
PC12. verify meter reading if consumption appears to be abnormal and record possible reasons	2	4	-	-
PC13. listen to the consumer's queries properly and be polite and patient while responding	2	5	-	-
PC14. inform the consumer about the do's & don'ts and safety precautions to be taken in case of leakage of gas	2	4	-	-
PC15. reschedule the visit if consumer is not available and ensure not to post average meter reading in two consecutive sequences	1	5	-	-
PC16. submit the captured readings to the concerned department for compilation of data and bill generation	2	3	-	-
PC17. maintain the complete record of each visit and consumer's queries with respect to issues such as regulator service, excess bill amount etc., and submit the same to reporting authority	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3701
NOS Name	Carry out Gas meter reading activity for bill generation and handle consumer queries
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Sales and Services, , Sales and Services
NSQF Level	3
Credits	5.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

HYC/N9301: Working Effectively in a team

Description

This unit is about working effectively within a team.

Scope

The scope covers the following :

- Effective team work

Elements and Performance Criteria

Effective team work

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

PC1. maintain clear communication with colleagues

PC2. pass on information to colleagues in line with organisational requirements

PC3. provide support to the team members

PC4. respect the colleagues

PC5. fulfil commitments made to colleagues

PC6. inform team members timely, if timelines can't be met

PC7. take the necessary initiatives to resolve the issues while working in team

PC8. adopt gender neutral behaviour while interacting with colleagues

PC9. offer assistance to a person with disability (PWD), only if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization policies and procedures related to team performance

KU2. the importance of effective communication and establishing good working relationships with colleagues

KU3. the importance of creating an environment of trust and mutual respect

KU4. the implications of own work on the work and schedule of others

KU5. the standard practices in organisation w.r.t communication at various levels

KU6. the personal responsibility for completing the task in time

KU7. importance of gender equality

KU8. importance of showing empathy while interacting with a PwD

Generic Skills (GS)

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

GS1. communicate effectively in writing

GS2. read instructions, guidelines/procedures

GS3. work in a disciplined manner for meeting commitments and deadline

GS4. how to plan and prioritise the work

GS5. the importance of consistent and reliable services

GS6. apply problem solving approaches in different situations

GS7. apply balanced judgments to different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Effective team work	**20**	**30**	**-**	**-**
PC1. maintain clear communication with colleagues	2	3	-	-
PC2. pass on information to colleagues in line with organisational requirements	2	3	-	-
PC3. provide support to the team members	2	4	-	-
PC4. respect the colleagues	3	4	-	-
PC5. fulfil commitments made to colleagues	2	3	-	-
PC6. inform team members timely, if timelines can't be met	2	4	-	-
PC7. take the necessary initiatives to resolve the issues while working in team	3	4	-	-
PC8. adopt gender neutral behaviour while interacting with colleagues	2	2	-	-
PC9. offer assistance to a person with disability (PWD), only if required	2	3	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N9301
NOS Name	Working Effectively in a team
Sector	Hydrocarbon
Sub-Sector	Generic
Occupation	Generic, Generic
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N9302: Maintain health, safety and security procedures

Description

This unit is about maintaining health, safety and security procedure at workplace. It covers responsibilities towards self, others, assets and the environment.

Scope

The scope covers the following :

- Follow health and safety measures
- Follow safety procedures during emergency

Elements and Performance Criteria

Follow health and safety measures

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

PC1. use protective clothing/equipment such as face mask, hand gloves, goggle etc for specific tasks and work conditions

PC2. identify the people responsible for maintaining health and safety in the workplace

PC3. identify possible causes of risk or accident in the workplace

PC4. follow safe working practices while dealing with hazards to ensure the safety of self and others

PC5. lift heavy objects safely using correct procedures

PC6. follow safety signages

PC7. maintain hands hygiene by washing hand frequently and thoroughly with soap and water or alcohol-based hand rub

PC8. inform the concerned person of any illness related to self and others

PC9. maintain workplace hygiene by disinfecting the equipment and tools regularly

Follow safety procedures during emergency

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

PC10. respond promptly and appropriately to an accident or in an emergency situation

PC11. use appropriate fire extinguishers for different types of fires correctly

PC12. follow appropriate rescue techniques during fire hazard

PC13. follow good housekeeping practice in order to prevent fire hazards

PC14. inform fire safety department about any near-miss incidents in the work place

PC15. provide appropriate first aid to victims in an emergency situation

PC16. follow the applicable regulations and codes as per safety standard

PC17. prepare written accident/incident report and share with the concerned officer/department

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on personnel management and duty reporting procedure

KU2. reporting structure within organization

KU3. health and safety hazards commonly affecting the work environment and related precautions

KU4. importance of maintaining personal hygiene using PPE kit, sanitizer and soap

KU5. importance of maintaining workplace hygiene

KU6. preventative and remedial actions to be taken in the case of exposure to toxic materials

KU7. importance of using protective clothing/equipment while working

KU8. various causes of fire

KU9. techniques of using different types of fire extinguishers

KU10. different materials used for extinguishing fire

KU11. various types of safety signs and their significance

Generic Skills (GS)

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

GS1. communicate effectively by writing

GS2. read instructions, guidelines/procedures and reports

GS3. identify and report potential sources of danger

GS4. how to plan the work to meet the deadline

GS5. the importance of on time services

GS6. apply problem solving approaches in different situations

GS7. apply balanced judgments in different situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health and safety measures	**9**	**15**	**-**	**-**
PC1. use protective clothing/equipment such as face mask, hand gloves, goggle etc for specific tasks and work conditions	1	2	-	-
PC2. identify the people responsible for maintaining health and safety in the workplace	1	-	-	-
PC3. identify possible causes of risk or accident in the workplace	1	2	-	-
PC4. follow safe working practices while dealing with hazards to ensure the safety of self and others	1	2	-	-
PC5. lift heavy objects safely using correct procedures	1	2	-	-
PC6. follow safety signages	1	2	-	-
PC7. maintain hands hygiene by washing hand frequently and thoroughly with soap and water or alcohol-based hand rub	1	2	-	-
PC8. inform the concerned person of any illness related to self and others	1	1	-	-
PC9. maintain workplace hygiene by disinfecting the equipment and tools regularly	1	2	-	-
Follow safety procedures during emergency	**11**	**15**	**-**	**-**
PC10. respond promptly and appropriately to an accident or in an emergency situation	1	2	-	-
PC11. use appropriate fire extinguishers for different types of fires correctly	2	2	-	-
PC12. follow appropriate rescue techniques during fire hazard	1	2	-	-
PC13. follow good housekeeping practice in order to prevent fire hazards	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform fire safety department about any near-miss incidents in the work place	2	2	-	-
PC15. provide appropriate first aid to victims in an emergency situation	1	2	-	-
PC16. follow the applicable regulations and codes as per safety standard	1	2	-	-
PC17. prepare written accident/incident report and share with the concerned officer/department	2	2	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N9302
NOS Name	Maintain health, safety and security procedures
Sector	Hydrocarbon
Sub-Sector	Generic
Occupation	Generic, Generic
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**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	-	-	-	-
Becoming a Professional in the 21st Century	**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	-	-	-	-
Basic English Skills	**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	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**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	-	-	-	-
Customer Service	**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	-	-	-	-
Getting ready for apprenticeship & Jobs	**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**	**-**	**-**

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 Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the 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 centre (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.

6. To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the 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/N3701.Carry out Gas meter reading activity for bill generation and handle consumer queries	30	70	0	0	100	40
HYC/N9301.Working Effectively in a team	20	30	-	-	50	20
HYC/N9302.Maintain health, safety and security procedures	20	30	-	-	50	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	**90**	**160**	**-**	**-**	**250**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.

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.