

Qualification Pack



Direct Marketing Agent - Piped Natural Gas (PNG)

QP Code: HYC/Q3702

Version: 2.0

NSQF Level: 4

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HYC/Q3702: Direct Marketing Agent - Piped Natural Gas (PNG)

Brief Job Description

Individual at this job is responsible for identification and registration of new consumers by undertaking promotional and marketing activities in allocated area, for supply of natural gas as fuel to domestic households, industries and commercial establishments through Piped Natural Gas (PNG) connections.

Personal Attributes

The individual should be organised and have a good sense of responsibility. The person should be well versed with local language and have the ability to work independently and also in a team.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HYC/N3702: Prepare for marketing activities to generate demand for new PNG connections](#)
2. [HYC/N3703: Carry out marketing activities and registration process of new PNG connections](#)
3. [HYC/N9301: Working Effectively in a team](#)
4. [HYC/N9302: Maintain health, safety and security procedures](#)
5. [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	4
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO/2015-1221.9900

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Minimum Educational Qualification & Experience	10th grade pass (with 2 years of relevant experience) OR 12th grade Pass OR 10th grade pass (plus 2-year of National Trade Certificate (NTC)) OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular Diploma)
Minimum Level of Education for Training in School	10th 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/06767
NQR Version	2.0

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HYC/N3702: Prepare for marketing activities to generate demand for new PNG connections

Description

This unit is about preparation and planning for marketing activities to generate demand for new and potential consumers for piped natural gas connections

Scope

The scope covers the following :

- Conduct survey for identifying potential/new consumer
- Prepare marketing plan

Elements and Performance Criteria

Conduct survey for identifying potential/new consumer

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

- PC1.** collect list of locations/area allocated for conducting survey, from reporting authority
- PC2.** conduct market research and analysis to evaluate trends, brand awareness and competition ventures
- PC3.** prepare Feature Advantage Benefit (FAB) details of PNG connections
- PC4.** classify the locations/area on the basis of type of demography (domestic, industrial or commercial) for survey
- PC5.** coordinate with the Resident Welfare Associations / Managing Committee of the society / area for any type of permissions / assistance
- PC6.** survey the household population in the colonies /societies, industrial & commercial areas, allocated for new PNG registration
- PC7.** analyze the survey for creating the database of potential PNG consumers
- PC8.** develop the database of potential PNG consumers and submit the report to reporting authority

Prepare marketing plan

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

- PC9.** prepare the marketing plan as per the monthly/quarterly targets received from reporting authority for registration of new PNG connections
- PC10.** prepare presentation to address the potential PNG consumers
- PC11.** plan appropriate branding activities (awareness cum registration camps, TV cable ads', audio / visual presentations, door to door marketing etc) to attract new/potential PNG consumers.
- PC12.** prepare and use promotional and digital marketing materials such as leaflets, posters, banners, Frequently Asked Questions (FAQ), etc. for disseminating information about PNG connections
- PC13.** obtain necessary consent/approval for circulating the marking/branding material for promotion of PNG business

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the distribution system of PNG
- KU2.** the administrative procedures required for approval of marketing plan
- KU3.** the optimal use of marketing material
- KU4.** the consumers' preference and demography
- KU5.** the importance of documentation and related procedures applicable in the context of registration of new customers
- KU6.** the basic marketing strategies and methods such as focus group discussions, personal interviews, observation, field trails etc.
- KU7.** the importance of digital marketing tools
- KU8.** the importance of establishing good professional relation with customers
- KU9.** the importance of customer relationship management
- KU10.** ways of efficiently utilizing the promotional material to minimize the waste

Generic Skills (GS)

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

- GS1.** read and interpret information correctly
- GS2.** assess complexity and criticality of task
- GS3.** communicate effectively with team members
- GS4.** perform basic mathematical calculation
- GS5.** plan and organize the marketing activity

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct survey for identifying potential/new consumer</i>	12	16	-	-
PC1. collect list of locations/area allocated for conducting survey, from reporting authority	1	2	-	-
PC2. conduct market research and analysis to evaluate trends, brand awareness and competition ventures	2	2	-	-
PC3. prepare Feature Advantage Benefit (FAB) details of PNG connections	2	2	-	-
PC4. classify the locations/area on the basis of type of demography (domestic, industrial or commercial) for survey	1	2	-	-
PC5. coordinate with the Resident Welfare Associations / Managing Committee of the society / area for any type of permissions / assistance	1	2	-	-
PC6. survey the household population in the colonies /societies, industrial & commercial areas, allocated for new PNG registration	2	3	-	-
PC7. analyze the survey for creating the database of potential PNG consumers	1	2	-	-
PC8. develop the database of potential PNG consumers and submit the report to reporting authority	2	1	-	-
<i>Prepare marketing plan</i>	8	14	-	-
PC9. prepare the marketing plan as per the monthly/quarterly targets received from reporting authority for registration of new PNG connections	1	3	-	-
PC10. prepare presentation to address the potential PNG consumers	1	2	-	-
PC11. plan appropriate branding activities (awareness cum registration camps, TV cable ads', audio / visual presentations, door to door marketing etc) to attract new/potential PNG consumers.	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare and use promotional and digital marketing materials such as leaflets, posters, banners, Frequently Asked Questions (FAQ), etc. for disseminating information about PNG connections	2	3	-	-
PC13. obtain necessary consent/approval for circulating the marking/branding material for promotion of PNG business	2	3	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3702
NOS Name	Prepare for marketing activities to generate demand for new PNG connections
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Sales and Services
NSQF Level	4
Credits	3.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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HYC/N3703: Carry out marketing activities and registration process of new PNG connections

Description

This unit is about implementing the marketing plans for generating new PNG consumers and subsequently coordinating with installation team for the installation of new PNG connection

Scope

The scope covers the following :

- Carry out marketing activities
- Carry out registration process and coordinate for installation of new PNG connections

Elements and Performance Criteria

Carry out marketing activities

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

- PC1.** setup registration camp for marketing of PNG connection in the allocated area
- PC2.** carryout various marketing activities such as advertising, telemarketing, door-to-door marketing, mailers etc. to promote PNG connections
- PC3.** analyse the requirements and interests of potential consumer's during interaction
- PC4.** address the queries of potential consumers generated through various marketing activities
- PC5.** collect reference from existing consumers to generate new connection
- PC6.** follow-up with the potential consumers at regular interval
- PC7.** maintain the records of all marketing activities, new/potential consumers and submit updates to reporting authority
- PC8.** update marketing plan time to time as per the response from consumers

Carry out registration process and coordinate for installation of new PNG connections

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

- PC9.** assist consumer to fill registration form
- PC10.** check if the filled registration form is complete and duly signed by the consumer, submitted along with the required supporting documents and registration fee/ security deposit and submit the same to the agency
- PC11.** follow-up with consumer in case of non clearance of registration fee/ security deposit payment or any discrepancy in registration form and supporting documents
- PC12.** ensure that acknowledgement slip (mentioning consumer relationship number and BP number) is handed over to the consumer, after registration process is completed
- PC13.** coordinate with project/installation team to facilitate the installation of PNG connection
- PC14.** ensure that consumer details, along with details of tariff plan are submitted to the billing department

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** the distribution system of PNG
- KU2.** the impact of various marketing activities
- KU3.** the importance of KYC documentation and related procedures applicable in the context of registration of new consumers
- KU4.** the basic marketing strategies and methods - surveys, focus groups, personal interviews, observation, field trails etc.
- KU5.** the importance of digital marketing tools
- KU6.** the importance of establishing good professional relation with consumers
- KU7.** the importance of customer relationship management

Generic Skills (GS)

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

- GS1.** read and interpret information correctly
- GS2.** assess complexity and criticality of task
- GS3.** communicate effectively with team members
- GS4.** perform basic mathematical calculation
- GS5.** plan and organize the marketing activity

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out marketing activities</i>	12	18	-	-
PC1. setup registration camp for marketing of PNG connection in the allocated area	2	2	-	-
PC2. carryout various marketing activities such as advertising, telemarketing, door-to-door marketing, mailers etc. to promote PNG connections	2	4	-	-
PC3. analyse the requirements and interests of potential consumer's during interaction	1	2	-	-
PC4. address the queries of potential consumers generated through various marketing activities	2	2	-	-
PC5. collect reference from existing consumers to generate new connection	1	2	-	-
PC6. follow-up with the potential consumers at regular interval	1	2	-	-
PC7. maintain the records of all marketing activities, new/potential consumers and submit updates to reporting authority	1	2	-	-
PC8. update marketing plan time to time as per the response from consumers	2	2	-	-
<i>Carry out registration process and coordinate for installation of new PNG connections</i>	8	12	-	-
PC9. assist consumer to fill registration form	1	2	-	-
PC10. check if the filled registration form is complete and duly signed by the consumer, submitted along with the required supporting documents and registration fee/ security deposit and submit the same to the agency	2	2	-	-
PC11. follow-up with consumer in case of non clearance of registration fee/ security deposit payment or any discrepancy in registration form and supporting documents	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure that acknowledgement slip (mentioning consumer relationship number and BP number) is handed over to the consumer, after registration process is completed	1	2	-	-
PC13. coordinate with project/installation team to facilitate the installation of PNG connection	2	3	-	-
PC14. ensure that consumer details, along with details of tariff plan are submitted to the billing department	1	2	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3703
NOS Name	Carry out marketing activities and registration process of new PNG connections
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Sales and Services, Sales and Services
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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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:

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective team work</i>	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	-	-

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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

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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:

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health and safety measures</i>	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	-	-
<i>Follow safety procedures during emergency</i>	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	-	-

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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	-	-

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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

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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

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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	-	-

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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 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.

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**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/N3702.Prepare for marketing activities to generate demand for new PNG connections	20	30	-	-	50	20
HYC/N3703.Carry out marketing activities and registration process of new PNG connections	20	30	-	-	50	30
HYC/N9301.Working Effectively in a team	20	30	-	-	50	15
HYC/N9302.Maintain health, safety and security procedures	20	30	-	-	50	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	100	150	-	-	250	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NSDA	National Skill Development Agency
NSDC	National Skill Development Corporation
SSC	Sector Skill Council
HYC	Hydrocarbon
NOS	National Occupational Standard(s)
OS	Occupational Standard(s)
NSQF	National Skills Qualifications Framework
NSQC	National Skills Qualifications Committee
NCO	National Classification of Occupation
ISCO	International Standard Classification of Occupations
SOP	Standard Operating Procedure
QP	Qualification Pack
PC	Performance Criteria
GS	Generic Skills
KU	Knowledge and Understanding
ITI	Industrial Training Institute
NA	Not Applicable
PPE	Personal Protective Equipment
PNG	Piped Natural Gas
FAB	Feature Advantage Benefit
FAQ	Frequently Asked Questions

Qualification Pack

KYC	Know Your Customer
NOC	No Objection Certificate
BP	Business Partner
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.
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.

Qualification Pack

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.
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.
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Qualification Pack

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	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual need 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.
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