



# Model Curriculum

**QP Name: LPG Delivery Personnel**

**QP Code: HYC/Q3201**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

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## Training Parameters

<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	LPG Distribution
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO- 2015/Nil
<b>Minimum Educational Qualification and Experience</b>	5th Grade Pass with 4-years of relevant experience OR 8th Grade Pass with 1-year of relevant experience OR 9th Grade pass OR Grade 8th with one year of National Trade Certificate (NTC) after 8th
<b>Pre-Requisite License or Training</b>	
<b>Minimum Job Entry Age</b>	18 years

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Deliver LPG Cylinder to Consumers
- Assist in Upkeep and maintenance of LPG cylinders storage area
- Maintain Safe & Secure Working Environment
- Maintain Health & Hygiene Habits

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration	Total Duration
<b>Bridge Module</b>	<b>06:00</b>	<b>Nil</b>	<b>00:00</b>	<b>06:00</b>
Module 1: Introduction to the Hydrocarbon sector and job role of LPG Delivery Personnel	06:00	Nil	00:00	06:00
<b>HYC/ N3201 – Deliver LPG Cylinders to Consumers</b> <b>NOS Version No. –3.0</b> <b>NSQF Level – 3</b>	<b>30:00</b>	<b>60:00</b>	<b>15:00</b>	<b>105:00</b>
Module 2: Collect the refill LPG cylinders and deliver to consumers	30:00	60:00	15:00	105:00
<b>HYC/ N3202 – Assist in Upkeep and Maintenance of LPG Cylinders Storage Area</b> <b>NOS Version No. – 3.0</b> <b>NSQF Level – 3</b>	<b>24:00</b>	<b>30:00</b>	<b>15:00</b>	<b>69:00</b>
Module 3: Upkeep and Maintenance of LPG Cylinders Storage Area	24:00	30:00	15:00	69:00
<b>HYC/N3102 – Maintain Safe and Secure Working Environment</b> <b>NOS Version No. – 3.0</b> <b>NSQF Level – 4</b>	<b>15:00</b>	<b>30:00</b>	<b>00:00</b>	<b>45:00</b>
Module 4: Follow safety norms for safe and secure working environment	15:00	30:00	00:00	45:00
<b>HYC/N3103 – Maintain Health and Hygiene Habits</b> <b>NOS Version No. – 3.0</b> <b>NSQF Level – 3</b>	<b>15:00</b>	<b>30:00</b>	<b>00:00</b>	<b>45:00</b>
Module 5: Health and Hygiene Habits	15:00	30:00	00:00	45:00
<b>DGT/VSQ/N0102 - Employability Skills</b> <b>NOS Version No. – 1.0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>60:00</b>
<b>Total Duration</b>	<b>90:00</b>	<b>150:00</b>	<b>30:00</b>	<b>330:00</b>

# Module Details

## Module 1: Introduction to the Hydrocarbon sector and the job role of LPG Delivery Personnel

### Bridge Module

#### Terminal Outcomes:

- Discuss the Hydrocarbon Sector
- Discuss the job of a LPG Delivery Personnel

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the oil and natural gas sector and its subsectors.</li> <li>• Explain the importance of an LPG delivery personnel.</li> <li>• Explain the roles and responsibilities of LPG delivery personnel.</li> </ul>	
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>• White / Black board and Projector</li> <li>• Digital Presentation</li> <li>• Computer/Laptop</li> <li>• Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Collect the refill LPG cylinders and deliver to consumers

*Mapped to HYC/ N3201 v 3.0*

### Terminal Outcomes:

- visit the godown and collect sound and full weight cylinders as per the day's distribution plan Delivery
- deliver the cylinder to the right address
- install the cylinder at the consumer's kitchen in a safe and sound condition
- provide the cash memo to the consumer, collect payment and complete financial transaction Post-delivery:
- inform the consumer about the available schemes
- inform the consumer on the safe and economical usage of LPG
- follow safety norms while transporting, delivering and installing the LPG cylinders
- maintain consumer centric service orientation

<b>Duration: 30:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain how to visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery</li> <li>• Describe how to understand that if house is found locked; stick the tear-off slip with 'house-lock' intimation on the consumer's main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns</li> <li>• Explain how to replace the empty cylinder with a new refill</li> <li>• Explain how to understand in case of new connection follow the SOP for new connection installation</li> <li>• Explain the safety instructions for using the LPG cylinder to the consumer</li> <li>• Explain how to obtain the consumer's signature on the counter slip and retain the copy</li> <li>• Explain how to brief the consumer, if has a single cylinder, to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to carry sound cylinders for out pre-delivery checks (weight, body leak, bung leak, seal, etc.)</li> <li>• Show how to carry filled cylinder in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly</li> <li>• Demonstrate how to ensure that the tool kit is ready with all the essential tools and replenish the required consumables</li> <li>• Demonstrate how to carry out the weigh the cylinder in the presence of the consumer to verify weight as per standards</li> <li>• Demonstrate how to ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill</li> <li>• Demonstrate how to check for any leakage in the cylinder (from the joint and valve)</li> <li>• Demonstrate how to Update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App</li> <li>• Demonstrate how to inform the consumer about available schemes/ARB products, important/emergency numbers</li> </ul>

	<ul style="list-style-type: none"> <li>• Perform to check gas stove to be sure that flame is ignited</li> <li>• Show how to roll the cylinder on foot ring to the kitchen</li> <li>• Perform how to switch off the knob of the gas stove and also the regulator</li> <li>• Demonstrate how to conduct a Pre-Delivery Check (PDC)</li> <li>• Show how to check the pressure regulator and rubber hose while replacing the cylinder</li> <li>• Perform how to switch on the regulator</li> <li>• Analyse in case of any leakage, 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</li> <li>• Demonstrate how to 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</li> <li>• Show how to politely communicate to the consumer against unsafe practices</li> <li>• Perform how to ask the consumer for feedback, record the same and convey the same to the showroom staff</li> <li>• Demonstrate how to inform the distributor about any unsafe practices observed at the consumer's premises (e.g. using LPG stove on the floor, using the green rubber hose, using 'T' joint for connecting two burners, etc.)</li> </ul>
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>• White / Black board and Projector</li> <li>• Digital Presentation</li> <li>• Computer/Laptop</li> <li>• Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
<ul style="list-style-type: none"> <li>• Sample SOP, Flip chart, Sample job card, One cylinder, One LOT cylinder, Gas stove, Pressure regulator, Rubber hose pipe, Safety cap, O ring, O-ring inserter and remover, Portable weighing scale, Adaptors – click-on type (allowed) and screw type (not allowed)</li> </ul>	

## Module 3: Upkeep and Maintenance of LPG Cylinders Storage Area

Mapped to HYC/N3202 v 3.0

### Terminal Outcomes:

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

<b>Duration: 24:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to check the delivery requirements as per the schedule with the showroom staff</li> <li>• Explain how to ensure that MRP/price tags are available on all commercial cylinders</li> <li>• Explain how to stay alert and observant to notice potential hazards in and around the storage area</li> <li>• Describe how to always adhere to the safety guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Perform how to inspect and identify the cylinders fit for delivery</li> <li>• Show how to Mark the defective cylinders during inspection and move it to the designated area</li> <li>• Perform quick inspection of the vehicle to be taken for the day’s trip and ensure it is in suitable working condition</li> <li>• Demonstrate how to load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines</li> <li>• Demonstrate how to alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area</li> <li>• Demonstrate how to collect all the necessary documents, devices, tool kit, etc. For delivery on every trip</li> <li>• Demonstrate how to check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule</li> </ul>
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>• White / Black board and Projector</li> <li>• Digital Presentation</li> <li>• Computer/Laptop</li> <li>• Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
<ul style="list-style-type: none"> <li>• Trainer Guide</li> <li>• Participant hand book</li> <li>• Escalation matrix chart</li> <li>• LCD Projector</li> </ul>	



## Module 4: Follow safety norms for safe and secure working environment

Mapped to HYC/N3102 v 3.0

### Terminal Outcomes:

- ensure cleanliness around the workplace
- follow good personal hygiene habits and practices
- take precautionary health measures

<b>Duration: 15:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to follow safety norms while transporting the cylinders to the consumer</li> <li>• Explain how to comply with organization’s current safety, security and environmental policies and procedures</li> <li>• Explain how to identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person)</li> </ul>	<ul style="list-style-type: none"> <li>• Perform how to collect the LPG cylinders from the godown or storage points after performing pre-delivery checks</li> <li>• Demonstrate Report any identified breaches in safety, security and environmental policies and procedures to the designated person (distributor/sales officer)</li> <li>• Perform to 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</li> <li>• Demonstrate how to identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual’s authority</li> </ul>
<ul style="list-style-type: none"> <li>• Classroom Aids:</li> <li>• White / Black board and Projector</li> <li>• Digital Presentation</li> <li>• Computer/Laptop</li> <li>• Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
<ul style="list-style-type: none"> <li>• Safety cap</li> <li>• Safety instruction chart</li> <li>• Safety tips chart for conserving LPG</li> <li>• Leak detectors</li> <li>• First aid kit</li> </ul>	

## Module 5: Health, safety and security

*Mapped to HYC/N3103 v 3.0*

### Terminal Outcomes:

- Identify the possible cause of accident and hazards
- Explain how to maintain safety and healthy environment

<b>Duration: 15:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain how to sanitize hands whenever necessary</li> <li>• Explain how to maintain dental hygiene</li> <li>• Describe how to ensure cleanliness and maintain a well-groomed look</li> <li>• Explain how to report on personal health issue related to injury and infectious diseases</li> <li>• Explain how to get appropriate precautionary vaccines regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how use a tissue, cover the mouth and turn away from people and food items while sneezing or coughing</li> <li>• Perform how to wash/wipe hands after coughing and sneezing</li> <li>• Analyse to have a general sense of hygiene and appreciation for cleanliness</li> <li>• Demonstrate how to undergo preventive health check-ups at regular intervals</li> <li>• Demonstrate how to take prompt treatment from the doctor in case of illness and injuries</li> </ul>
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>• White / Black board and Projector</li> <li>• Digital Presentation</li> <li>• Computer/Laptop</li> <li>• Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
<ul style="list-style-type: none"> <li>• Safety play cards</li> <li>• Safety regulation manual</li> </ul>	

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> Pass or ITI Pass	-	5	In relevant Field	1	-	Total experience 6 years

Trainer Certification	
Domain Certification	Platform Certification
Certified for the Job Role: "LPG Delivery Personnel", mapped to QP: "HYC/Q3201, v3.0". Minimum accepted score is 80%	Certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601,v1.0". Minimum accepted score as per MEPSC guidelines is 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Pass or ITI Pass	-	5	In relevant Field	1	-	Total 6 years

Assessor Certification	
Domain Certification	Platform Certification
Certified for the Job Role: "LPG Delivery Personnel", mapped to QP: "HYC/Q3201, v3.0". Minimum accepted score is 80%	Certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701, v1.0". Minimum accepted score as per MEPC guidelines is 80%.

## Assessment Strategy

The assessment of candidates/trainees will be on the basis on assessment outcome/assessment criteria of the Qualification. In the assessment criteria for each NOS marks have been defined for theoretical and practical skills, on which the candidate will be assessed. The emphasis is on 'learning-by-doing' and performance criteria is based on the practical demonstration of skills and knowledge.

**Theory/Knowledge test-** This section will test the trainee on his/her knowledge on the subject/trade. The test will be carried out online/offline with a set of random Question paper. that include multiple choice questions in multilingual, True/False Statement, audio-video question etc.

The Question Bank will be developed by Subject Matter Experts (SME) of the hydrocarbon sector and these questions again be vetted by the Industry Experts, each performance criteria have its marks for theory based on the level of question i.e. easy, medium and difficult.

**Practical/Demonstration Test-** This stage involves the face-to-face interaction between Assessor and each trainee. The practical knowledge will be tested through trade test which demonstrates the skill required for the job, by which assessor would be able to evaluate the trainee for his/her practical knowledge on respective Qualification.

To ensure the maximum possible consistency in the assessment by different assessors at different locations, orientation of the assessors is also required about the stages involved in the assessment and the assessor role in the assessment process. The assessor must have knowledge of the following concepts before assessment:

- Qualification Pack Structure
- Guidance for the assessor to conduct theory and practical assessments
- Guidance for trainees to be given by assessor before the start of the assessments.
- Guidance on assessments process, practical brief with steps of operations practical observation checklist
- Practical/Demonstration Test guidance for uniformity and consistency.
- Guidance on assessment evidence collection (signed attendance copy, verification of the authenticity of the candidate by checking the photo ID card, Photographs-while assessment undergoing etc.)

The empanelled assessment agencies will be instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to ideally have assessor with sufficient amount of relevant industry experience related to Qualification. The assessors will also have scrutinized and have to undergo orientation of assessment framework, competency-based assessments etc.

### Recognition of Prior Learning (RPL)

Under the Recognition of Prior Learning (RPL), the candidates enrolled and the assessment will be carried out as per the assessment criteria and assessment outcome of the full Qualification and the process of assessment will be carry out by the body/bodies empanelled by Hydrocarbon Sector Skill Council

In RPL, the candidate already has the skills and knowledge while working on the job from long, the learners only require to undergo a brief orientation training and the subsequent assessment process and certification is awarded to those candidates who successfully clears the assessment. The tentative process of RPL would include the following stages:

- 1 Cluster Mapping and Mobilization of the candidates
- 2 Counselling & Pre-Screening
- 4 Candidate registration, batch creation and enrolment
- 5 Conduction of an orientation program for candidates before assessment
- 7 Assessment by HSSC
- 8 Evaluation of Assessment Result
- 9 Issuance of the Certificate to successful candidates

#### Assessment Strategy:

- For each Qualification Pack assessment criteria has been developed, which describe the weightage for each NOS/Performance criteria (PC) and assigned marks based on each NOS separately for theoretical and practical skills
- The question bank will be developed by the subject matter experts to assess the theoretical and practical knowledge.
- The accredited assessment agency will carry out the assessment process on the date proposed after completion of the training. The assessment will be carried out on the basis of the two parameters i.e. Theoretical test and Practical test.
- The result of the assessment will be shared by assessment body to the HSSC for review and compliance, after that result will be processed and certificates will be generated
- Assessments shall be conducted in the regional languages in case of any specific requirement from the concerned Training Provider.
- For ensuring the impartial assessment it will be ensured that the Assessment Bodies (AB) are not involved in any type of training delivery with respect to this project.

#### 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 the 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 a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Recommended Pass % aggregate for QP: 50%**

## References

## Glossary

Term	Description
<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
<b>Organizational Context</b>	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication-related skills that are applicable to most job roles.

<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.



## Acronyms and Abbreviations

Term	Description
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OS</b>	Occupational Standard(s)
<b>QP</b>	Qualifications Pack
<b>KU</b>	Knowledge and understanding
<b>GS</b>	Generic Skills
<b>LPG</b>	Liquefied Petroleum Gas
<b>FAQ</b>	Frequently Asked Questions
<b>BP</b>	Business Partner
<b>KYC</b>	Know Your Consumer
<b>FAB</b>	Feature Advantage Benefit