



QUALIFICATION FILE

LPG Delivery Personnel

Short Term Training (STT) Upskilling

Future Skill

NCrF/NSQF Level: 3

Submitted By:

Hydrocarbon Sector Skill Council

Chief Executive Officer

OIDB Bhawan, Block G+3, 2nd Floor,

Plot No.2, Vikas Marg, Sector – 73,

Noida, Uttar Pradesh -201301

Contact Details: +91 9871115360;

Email id: ceo@hsscindia.in

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HYC/N9301Working effectively in a team	Error! Bookmark not defined.
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Section 1: Basic Details

1. Qualification Name	LPG Delivery Personnel																						
2. Sector/s	Hydrocarbon																						
3. Type of Qualification: <input checked="" type="checkbox"/> New	NQR Code & version of existing/previous qualification:		Qualification Name of existing/previous version:																				
4. a. OEM Name b. Qualification Name (Wherever applicable)																							
5. National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	2022/HYC/HSSCI/06772		6. NCrf/NSQF Level: 3																				
7. Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																						
8. Brief Description of the Qualification	Individuals at this job need to collect LPG cylinders from the godown and deliver and install them in the consumers' kitchen, while following standard safety procedures. The individual must also complete the financial transaction for the service rendered.																						
9. Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification & Relevant Experience:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5th Grade Pass</td> <td>4-years of relevant experience</td> </tr> <tr> <td>2</td> <td>8th Grade Pass</td> <td>1-years of relevant experience</td> </tr> <tr> <td>3</td> <td>9th Grade Pass</td> <td></td> </tr> <tr> <td>4</td> <td>8th Grade Pass plus 1-year of National Trade Certificate (NTC) after 8th</td> <td></td> </tr> </tbody> </table> <p>b. Age: 18</p>					S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	5th Grade Pass	4-years of relevant experience	2	8th Grade Pass	1-years of relevant experience	3	9th Grade Pass		4	8th Grade Pass plus 1-year of National Trade Certificate (NTC) after 8th				
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10. Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrf))	11		11. Common Cost Norm Category – Category (II)																				
12. Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																						
13. Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>105:00</td> <td>195:00</td> <td>30:00</td> <td></td> <td>330:00</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(Refer Blended Learning Annexure for details)</p>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	105:00	195:00	30:00		330:00	Online					
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14	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO/2015 5243.0300	
15	Progression path after attaining the qualification (Please show Professional and Academic progression)	LPG Distribution	
16	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi	
17	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
18	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:	
19	How Participation of Women will be Encouraged	This job is gender neutral and focus during training should be on enrolment of women in each batch. SSC will encourage the TP and other training bodies to enrol women candidates.	
20	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
21	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. SK Bose Email: ceo@hsscindia.in Contact No.: +91 9871115360 Website: www.hsscindia.in	
23	Final Approval Date by NSQC: 17-11-2022	24. Validity Duration: Three Years from the date of Approval	25. Next Review Date: 16-11-2025

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj. -Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJ T-Rec .	Total	Th.	Pr.	Pr oj.	Viv a	Total	Weight age (%) (if applicable)
1.	Module 1: Introduction to Hydrocarbon sector and the job role of LPG Delivery Personnel	HYC/N3201	Bridge /Core	3	3.7	06:00	00	00	00	111	00	00	00	00	00	
2.	Module 2: Deliver LPG Cylinders to Consumers			3		30:00	60:00	15:00	00		94	121	00	00	215	20
3.	Module 3: Assist in Upkeep and Maintenance of LPG Cylinders Storage Area	HYC/N3202	Core	3	2.3	24:00	30:00	15:00	00	69	30	45	00	00	75	20
4.	Module 4: Maintain Safe and Secure Working Environment	HYC/N3102	Non-Core	3	1.5	15:00	30:00	00:00	00	45	42	58	00	00	100	20
5.	Module 5: Maintain Health and Hygiene Habits	HYC/N3103	Non-Core	3	1.5	15:00	30:00	00:00	00	45	20	30	00	00	50	20
6.	Module 6: Employability Skills	DGT/VSQ/N01 02 V 1.0	Core	3	2	15:00	45:00	00	00	60	20	30	00	00	50	20
Duration (in Hours) / Total Marks					11	105	195	30	00	330	206	284	00	00	490	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50% (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 2 year of training experience in relevant field
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (<i>If "Yes", details to be provided in Annexure</i>)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 2 year of training experience in relevant field
	Assessment Mode (Specify the assessment mode)	Both – Online and Offline
	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (<i>details to be provided in Annexure-if it is different for Assessment</i>)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 10 (Due to limited number of Industries available in Oil & Gas Sector; endorsed by MoPNG through Letter)
5.	Estimated nos. of persons to be trained and employed: The LPG Delivery Personnel Attendant is the single point contact / link between the Company and the consumer who visits the household of the consumer and delivers LPG which is a highly flammable product, utmost importance to safety. Each of the Oil Companies have their independent training programme for the work force working at Gas Agencies. However, there are no standard training / Qualification Pack all across the Oil Industry, which the work force should possess at the time of recruiting / enrolling the work force for performing the job role of LPG Delivery Personnel, which deals with flammable products. Hence need was felt by the Ministry of Petroleum & Natural Gas (MOP&NG) in consultation with the members of Industry Task force of HSSC, to develop Qualification Pack for this trade.

	There are around 18500 LPG Distributorships across the country with a strength of approximately 54,000/- engaged as LPG Delivery Personnel. Taking into consideration the no. of personnel deployed at each Gas Agency, business expansion plan and attrition rate, it is envisaged that in the next 5 years the numbers would add up to 20,000. Needless to mention, that such an enormous number of work force should have the skill-set for performing the job role, which deals with flammable product
6.	<p>Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>The Ministry of Petroleum & Natural Gas (MoPNG) which is the Line Ministry for Hydrocarbon Sector has been requested to accord the concurrence</i></p> <p>If "No", why:</p>

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors (<i>Mandatory</i>)	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Annexure: List of tools and equipment relevant for qualification
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Annexure: Detailed Assessment Criteria
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Annexure: Assessment Strategy
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i>)	Annexure: Offline Learning Mode
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	Annexure: NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Annexure: Acronym and Glossary
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Supporting Document: Model Curriculum
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Supporting Document: Career Progression – Occupational Map
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Supporting Document: Occupational Map
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Supporting Document: Assessment SOP
12.	Any other document you wish to submit:	Any other document you wish to submit: NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/ NSQF Level
Professional Theoretical Knowledge/Process	<p>The LPG Delivery Personnel at this job need to collect LPG cylinders from the godown and deliver and install them in the consumers' kitchen, while following standard safety procedures. The individual must also complete the financial transaction for the service rendered</p> <p>The individuals at the job also need to complete and close financial transaction for the services rendered</p>	<p>The activities for this Qualification are the familiar and routine activities in nature and he handles all this independently (with minimal supervision).</p>	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>The individual needs to know and understand the LPG gas cylinders and its uses/ characteristics of LPG and the system of filling LPG cylinders and how LPG cylinders are checked to ensure there is no defects</p> <p>The individual needs to know the tools, equipment and other requirements to be carried while on delivery and method to fit the cylinder in the consumer's kitchen</p> <p>The individual desired to have the knowledge of the location and should have fair knowledge of its operation.</p>	<p>The individual shall have knowledge of various activities to be performed during operation and procedure</p> <p>He/she should know the safety standards and causes of fire and safety precautions in case of Cylinder leakage</p>	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>The individual should be able to read and interpret information correctly from various job specification documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language</p> <p>The Individual should understand the latent needs of the customer and maintain a positive and effective relationship with the customer</p> <p>The Individual should also be expected to explain the safe use of LPG cylinders and tips to save fuel to the consumers</p> <p>The individual should display polite and courteous behaviour and also display proactive behaviour</p>	<p>The individual will demonstrate practical skill, which are routine and repetitive using appropriate rule, tools and quality concepts</p> <p>The individual must have capacity to apply professional skills needed to operate equipment with the understanding of principles needed to explore and adapt systems.</p>	3
Broad Learning Outcomes/Core Skill	<p>The individual is expected to have basic communication skills to fill appropriate forms, process charts and activity logs, etc. and also understand application of basic arithmetic principles.</p> <p>The individual should be able to read and understand manuals, work orders, health and safety instructions, memos, reports etc.</p>	<p>The individual will be able to communicate well within or outside the organization and conduct in a way, which show a basic understanding of the social and professional environment of working in workplace</p>	3

		The individual is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working environment.	
Responsibility	The Individuals is responsible to collect LPG cylinders from the godown and deliver and install them in the consumers' and also complete the financial transaction.	The individual is majorly responsible for his own job and self-learning process which justifies the pegging of the QP at level 3	3

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Portable weighing scale, Pressure Regulator, Sample Job Cards, Safety Placards, Adaptors – Click-on type(allowed) and screw type(not allowed), Hot plates 3 or 4 types, Suraksha hose, Speakers, Safety Regulation Manual, LOT Cylinder, Safety tips Chart for conserving LPG, Safety instruction, O ring, Safety cap, LPG Cylinder (Functional & Damaged - one each) all capacities, First Aid Kit, LCD Projector, LPG gas leak detector, Flip Charts, Laptop / Desktop, White Board & Markers, O-ring inserter and remover,		

Classroom Aids

The aids required to conduct sessions in the classroom are:

- 1. White / Black board and Projector
- 2. Digital Presentation
- 3. Computer/Laptop
- 4. Public Addressing System

Annexure: Industry Validations Summary*

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	IOCL	Shri Amit Gupta	DGM(HRD)		8588855975	amitgupta@indianoil.in	
2	HPCL	Shri Imtiyaz Arshad	CGM - SD		9819839850	iarshad@hpcl.in	
3	ONGC	Smt. Shashi K Prasad	Group General Manager (HR)		9968282600	shashik_prasad@ongc.co.in	
4	GAIL	Dr. R.S. Velmurugan	CGM (HR)		9818866480	RS.VELMURUGAN@GAIL.CO.IN	
5	BPCL	Shri Raman Malik	GM - Admin & CSR - HRS		8939500373	malikr@bharatpetroleum.in	
6	OIL	Shri Ranjan Goswami	CGM (PR)		9810548249	goswamir@oilindia.in	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities

Data to be provided year-wise for next 3 years

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
HYC/N 3201 Deliver LPG cylinders to consumers	PC1. Visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery	2	0		
	PC2. collect sound cylinders from the godown after carrying out pre delivery checks (weight, body leak, bung leak, seal, etc.)	5	5		
	PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables	0	2		
	PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/ showroom and carry them along for delivery	0	2		
	PC5. ensure all the requisite details are printed on the cash memo	0	2		
	PC6. carry a portable weighing machine to check the weight of the cylinder	2	3		
	PC7. keep the delivery vehicle ready	0	3		
	PC8. check the consumer's address and delivery time instructions	2	0		
	PC9. in case the 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	3	4		
	PC10. greet the consumer	2	3		
	PC11. weigh the cylinder in the presence of the consumer to verify weight as per standards	2	3		
	PC12. roll the cylinder on foot ring to the kitchen	2	3		
	PC13. ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill	3	4		
	PC14. switch off the knob of the gas stove and also the regulator	3	4		
	PC15. conduct a Pre-Delivery Check (PDC) as mentioned in PCs 18-28	0	1		
	PC16. replace the empty cylinder with a new refill	2	2		
	PC17. in case of new connection follow the SOP for new connection installation	5	5		
	PC18. check the pressure regulator and rubber hose while replacing the cylinder	3	4		
	PC19. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	5	5		
	PC20. check for any leakage in the cylinder (from the joint and valve)	5	5		
	PC21. switch on the regulator	2	3		

HYC/N 3202 Assist in upkeep and maintenance of LPG cylinders storage area	PC22. light a matchstick	2	3		
	PC23. switch on the gas stove to make sure that flame is ignited	2	3		
	PC24. 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	3	4		
	PC25. in case of faulty O-ring, replace it	2	3		
	PC26. in case of new connection, demonstrate the use with a live demo	5	5		
	PC27. explain the safety instructions for using the LPG cylinder to the consumer	5	5		
	PC28. provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment	3	4		
	PC29. obtain the consumer's signature on the counter slip and retain the copy	2	3		
	PC30. update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App	2	3		
	PC31. politely communicate to the consumer against unsafe practices	5	5		
	PC32. inform the consumer about available schemes/ARB products, important/emergency numbers	2	3		
	PC33. ask the consumer for feedback and convey the same to the showroom staff	2	3		
	PC34. if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG	2	3		
	PC35. thank the consumer before leaving	2	3		
	PC36. return the cash memo counter slip copy to showroom	2	3		
	PC37. inform the distributor about any unsafe practices observed at the consumer's premises (e.g. using LPG stove on the floor, using the green rubber hose, using 'T' joint for connecting two burners, etc.)	5	5		
	Total Marks	94	121		
	PC1. check the delivery requirements as per the schedule with the showroom staff	2	3		
	PC2. check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule	2	3		
	PC3. inspect and identify the cylinders fit for delivery	3	6		
	PC4. mark the defective cylinders during inspection and move it to the designated area	2	4		
	PC5. perform quick inspection of the vehicle to be taken for the days trip and ensure it is in suitable working condition	2	4		
	PC6. load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines	5	5		
	PC7. ensure that MRP/price tags are available on all commercial cylinders	2	4		
	PC8. collect all the necessary documents, devices, tool kit, etc. For delivery on every trip	5	5		
	PC9. stay alert and observant to notice potential hazards in and around the storage area	2	3		

	PC10. alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area	2	3		
	PC11. always adhere to the safety guidelines	3	5		
	Total Marks			30	45
HYC/N 3102 Maintain safe and security working environment	PC1. use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires	4	6		
	PC2. check the availability of dry sand in buckets in retail outlet	2	3		
	PC3. comply with organizations current safety, security and environmental policies and procedures	5	5		
	PC4. report any identified breaches in safety, security, and environmental policies and procedures to the designated person	2	3		
	PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individuals authority	5	5		
	PC6. report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected	2	3		
	PC7. follow organizations emergency and fire-fighting procedures	4	6		
	PC8. identify and recommend opportunities for improving safety and security to the designated person	2	3		
	PC9. stop filling gas from all dispensers	2	3		
	PC10. close all the dispensing point	2	3		
	PC11. isolate the gas supply and follow the emergency procedures	2	3		
	PC12. shut the power supply	2	3		
	PC13. Push/ direct all the vehicles out of the station and ensure that no one comes in	2	3		
	PC14. inform the concerned authority	2	3		
	PC15. change or repair the damaged equipment	2	3		
	PC16. start operation only after the control rooms approval	2	3		
	Total Marks			42	58
HYC/N 3103 Maintain health and hygiene habits	PC1. keep the workplace regularly clean and clear of waste or other litter	1	2		
	PC2. identify poor organizational practices with respect to hygiene and cleaning	2	3		
	PC3. sanitise hands whenever necessary	1	2		
	PC4. maintain personal hygiene habits and practices	2	3		
	PC5. maintain dental hygiene	2	2		
	PC6. report any personal health issues related to injury and infectious diseases	2	3		
	PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing	1	2		
	PC8. wash/wipe hands after coughing and sneezing	2	3		
	PC9. undergo preventive health check-ups at regular intervals	2	2		
	PC10. take prompt treatment from a registered doctor in case of illness	2	3		

	PC11. get appropriate precautionary vaccines regularly	1	2		
	PC12. maintain general sense of hygiene and appreciation for cleanliness	2	3		
	Total Marks		20	30	
DGT/VSQ/N0102 Employability Skills	PC1. Introduction to Employability Skills	2	0		
	PC2. Constitutional Values – Citizenship	1	1		
	PC3. Becoming a Professional in the 21st Century	1	3		
	PC4. Basic English Skills	2	3		
	PC5. Communication Skills	1	1		
	PC6. Financial and Legal Literacy	2	5		
	PC7. Essential Digital Skills	3	7		
	PC8. Diversity & Inclusion	1	1		
	PC9. Entrepreneurship	3	5		
	PC10. Customer Service	2	2		
	PC11. Getting Ready for Apprenticeship & Jobs	2	2		
	Total Marks		20	30	
Grand Total		206	284		

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- HSSC monitors the assessment process & records

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) of Hydrocarbon Sector are verified by the Industry Experts, each performance criteria have its marks for theory based on the level of question i.e., easy, medium and difficult.
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random crosschecking with candidate over audio/video call or physical visit
- Random audit of the batch

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

7. **On the Job:**

1. The evidence record of OHT will be done through organized Monitoring Reports
2. During the OJT, every trainee is required to fill the OJT monitoring report which is required to be signed by his/her supervisor and the HR of that company.
3. During assessment, each module will be assessed separately.
4. The candidate must score 60% in each module to successfully complete the OJT.
5. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
6. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf