



## **QUALIFICATION FILE**

### **Retail Outlet Attendant (Oil & Gas)**

☒ **Short Term Training (STT)**

☒ **General**

**NCrF/NSQF Level: 3**

**Submitted By:**

**Hydrocarbon Sector Skill Council**

Chief Executive Officer

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## Section 1: Basic Details

1. Qualification Name	Retail Outlet Attendant (Oil & Gas)																
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/06777	6. NCrF/NSQF Level: 3															
7. Award (Certificate/Diploma/Advance Diploma/ Any Other)	Certificate																
8. Brief Description of the Qualification	Individuals need to work at fuel station and fill required quantity and appropriate type of fuel (petrol, diesel, and CNG) in the vehicles, while following standard safety procedures. The individuals at the job also need to complete and close financial transaction for the services rendered.																
9. Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification &amp; 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-year of relevant experience</td> </tr> <tr> <td>3</td> <td>9th Grade pass</td> <td></td> </tr> <tr> <td>4</td> <td>Grade 8th with one 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-year of relevant experience	3	9th Grade pass		4	Grade 8th with one year of National Trade Certificate (NTC) after 8th	
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-year of relevant experience															
3	9th Grade pass																
4	Grade 8th with one year of National Trade Certificate (NTC) after 8th																
10 Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	11	11. Common Cost Norm Category (II)															
12 Any Licensing requirements for Undertaking Training on This Qualification	NA																

13	<b>Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> 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</td> <td>195</td> <td>30</td> <td>0</td> <td>330</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	105	195	30	0	330	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	105	195	30	0	330																			
Online																								
14	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO/2015 5245.0101																						
15	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	Senior Retail Outlet Attendant (Oil & Gas)																						
16	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																						
17	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																						
18	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																						
19	<b>How Participation of Women will be Encouraged</b>	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	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
21	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No    Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
22	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Mr. SK Bose Email: ceo@hsscindia.in Contact No.: +91 9871115360 Website: www.hsscindia.in																						
23	<b>Final Approval Date by NSQC: 17<sup>th</sup> Nov 2022</b>	<b>24. Validity Duration:</b> Three years from the date of Approval	<b>25. Next Review Date: 16<sup>th</sup> Nov 2025</b>																					

## 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.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Module 1: Introduction to Hydrocarbon sector and the job role of Retail Outlet Attendant (Oil & Gas)	HYC/ N3101	Bridge/ Core	3	3.8	06:00	00	00	0	114						
2.	Module 2: Activities perform at Retail Outlet					36:00	57:00	15:00	0		37	63	0	0	100	20
3.	Module 3: Safe and secure working environment	HYC/ N3102	Non-core	3	1.3	15:00	24:00	00:00	0	39	42	58	0	0	100	20
4.	Module 4: Health and Hygiene Habits	HYC/N3103	Non-core	3	1.6	15:00	33:00	00:00	0	48	20	30	0	0	50	20
5.	Module 5: Maintain Customer-Centric Service Orientation	HYC/N3104	Non-core	3	2.3	18:00	36:00	00:00	0	69	47	53	0	0	100	20
6.	Employability Skills	DGT/VSQ/ N0102	Non-core	3	2	15:00	45:00	00:00	0	60	20	30	00	0	50	10
<b>Duration (in Hours) / Total Marks</b>					<b>11</b>	<b>105</b>	<b>195</b>	<b>30</b>	<b>0</b>	<b>330</b>	<b>166</b>	<b>234</b>	<b>0</b>	<b>0</b>	<b>400</b>	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.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	12 <sup>th</sup> class pass or ITI pass with 5 years of relevant industry experience and 1 year of training experience.
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	12 <sup>th</sup> class pass or ITI pass with 5 years of relevant industry experience and 2 years of training experience.
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

**Section 4: Assessment Related**

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

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> Yes
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> Yes
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 10 (Due to limited number of Industries available in Oil & Gas Sector; endorsed by MoPNG through Letter)
5.	<b>Estimated nos. of persons to be trained and employed:</b> The Retail Outlet Attendant is the direct interface / single point contact who strives hard to make the customer experience unique, with utmost importance to safety. Each of the Oil Companies have their independent training programme for the work force working at Retail Outlets. 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 Retail Outlet Attendant, which deals with flammable products. Hence there was need 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 approximately 60,000 No. Retail Outlets across the country with a strength of approximately 5,00,000 engaged as Retail Outlet Attendants. Taking into consideration the no. of personnel deployed at each Retail Outlet, business expansion plan and attrition rate, it is envisaged that in the next 5 years the numbers would add up to 50000/-. Needless to mention, that such an enormous number of work force should have the skill-set for performing the job role. The estimated uptake of this qualification is 40000 in next five years. The estimation has been envisaged in consultation with the industry members.
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> <i>The Ministry of Petroleum &amp; Natural Gas(MoPNG) which is the Line Ministry for Hydrocarbon Sector has been requested to accord the concurrence</i> If "No", why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	<b>Annexure:</b> List of tools and equipment relevant for qualification
3.	<b>Annexure:</b> Detailed Assessment Criteria (Mandatory)	<b>Annexure:</b> Detailed Assessment Criteria
4.	<b>Annexure:</b> Assessment Strategy (Mandatory)	<b>Annexure:</b> Assessment Strategy
5.	<b>Annexure:</b> Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	<b>Annexure:</b> NA
6.	<b>Annexure:</b> Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	<b>Annexure:</b> NA
7.	<b>Annexure:</b> Acronym and Glossary (Optional)	<b>Annexure:</b> Acronym and Glossary

8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory – Public view</i> )	Supporting Document: Model Curriculum
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	Supporting Document: Career Progression
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	Supporting Document: Occupational Map
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	Supporting Document: Assessment SOP
12.	<b>Any other document you wish to submit:</b>	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
<b>Professional Theoretical Knowledge/Process</b>	The individual at fuel station is responsible to the filling required quantity and appropriate type of fuel (petrol, diesel, and CNG) in the vehicles, while following standard safety procedures. The individuals at the job also need to complete and close financial transaction for the services rendered.	The activities for this Qualification are the familiar and routine activities in nature and he handles all this independently (with minimal supervision).	3
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	The individual is expected to have factual knowledge of processes and understand the risk of not following defined procedures. The individual at fuel station required to have knowledge of the all the products available in the retail outlet also the individual should have the knowledge of safety precautions for before, during, and post-operations. He/she desired to have the knowledge of the location of the dispensing units and its switches and fair knowledge of its operation.	The individual has sound knowledge of facts, principles, processes and general concepts, in his/her field of work. He/she also demonstrates sound knowledge of the systems, methods, tools. He/she able to process billing and should have fair understanding of various modes of payment (cash/card/other digital modes) and understanding of usage of various applications on different electronic devices.	3
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	The individual assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two-wheeler, four wheelers and commercial vehicle). The individual should display polite and courteous behaviour and also display proactive behaviour with regards to new schemes/offers in the retail outlet. The Individual should understand	The individual must have capacity to apply professional skills needed to operate equipment with the understanding of principles needed to explore and adapt systems.	3



	the latent needs of the customer and maintain a positive and effective relationship with the customer		
<b>Broad Learning Outcomes/Core Skill</b>	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/mathematical skills	He/she is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working environment.	3
<b>Responsibility</b>	The individual at fuel station is responsible to the filling required quantity and appropriate type of fuel (petrol, diesel, and CNG) in the vehicles, while following standard safety procedures and also complete the financial transaction, the individual is completely responsible for own learning and continuously engaged in the self-learning process	The Retail Outlet Attendant is majorly responsible for his own job and self-learning process which justifies the pegging of the QP at level 4 and not directly involved in some learning of others (which is a requirement for Level 5). In his routine activity, he is free from supervision	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.	Fire Buckets with sand	Nos	1
2.	Air Tower with calibration chart	Nos	1
3.	Thermometers with calibration certificate	Nos	1
4.	Wooden boxes	Nos	1
5.	Fire Extinguishers (CO2 & DCP - one each),	Nos	1
6.	Sample of Density Register	Nos	1
7.	Daily Sales Record	Nos	1
8.	Dust bins, Water finding paste	Nos	1
9.	Safety Helmet	Nos	1
10.	Underground tank of atleast 2 kl capacity	Nos	1
11.	Densitometers with calibration	Nos	1
12.	Petroleum Product (Petrol/Diesel/CNG) Dispensing Unit, Electrical Room,	Nos	1
13.	ASTM Table	Nos	1

14.	Oil finding paste	Nos	1
15.	Stainless steel traffic guiding Signs in place	Nos	1
16.	Earth pit connection intact	Nos	1
17.	Dip Rod	Nos	1
18.	Whatman Filter Paper	Nos	1
19.	Vent pipe	Nos	1
20.	Sample label to be pasted on each box	Nos	1
21.	Earthing while carrying out decantation	Nos	1
22.	Tank Truck under decantation	Nos	1
23.	Aluminium container	Nos	1
24.	Manhole chambers	Nos	1

## Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White / Black board and Projector
2. Computer/Laptop
3. Digital Presentation
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 K.Nagesh	GM - ER		9819839850	knagesh@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: Blended Learning****Blended Learning Estimated Ratio & Recommended Tools:**

**Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:**

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		Offline
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		Offline
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		Offline
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		Offline
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		Offline
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		Offline
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		Offline

**Annexure: Detailed Assessment Criteria**

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

<b>NOS/Module Name</b>	<b>Assessment Criteria for Performance Criteria/Learning Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
HYC/N3101: Conduct Retail Outlet (Fuel Station) Activities	PC1. marshal/guide the customer to the designated island and manage queue	1	3		
	PC2. stay at the designated island and keep the island in clean condition at all times	1	2		
	PC3. greet the customer	1	2		
	PC4. ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display	1	3		
	PC5. ask the customer to switch off the vehicle and his/her mobile for safety	1	3		
	PC6. inform the customer of any available schemes/offers in the retail outlet	1	2		
	PC7. ask the customer about the required type of fuel and quantity to be filled	2	2		
	PC8. prompt for tank full	1	2		
	PC9. prompt for branded products	2	2		
	PC10. confirm the customers order by repeating the fuel type and quantity	2	2		
	PC11. pre-set the customers order quantity in the DU after customer has seen Zero display, before commencing filling	2	2		
	PC12. ask the customer to vacate the vehicle in case of CNG and two wheelers	1	3		
	PC13. keep the hose at a safe distance from the vehicle	2	3		
	PC14. avoid dragging the hose to make it reach the vehicle for fuelling	2	3		
	PC15. ensure that the nozzles, vapour guards/caps are in normal position	2	3		
	PC16. ensure nozzle cuff guard fits properly over the vehicle tank opening	2	3		
	PC17. hold the nozzle till fuelling is completed	2	3		
	PC18. in case of CNG place rubber mat on the battery terminal while filling	2	2		
	PC19. ensure no one is speaking on the mobile phone around the car while fuelling	1	2		
	PC20. show final metre reading and sales amount to the customer	1	2		
	PC21. promptly wipe any spillage on the vehicle body	1	2		
	PC22. provide automated/manual) bill to the customer, as requested	2	2		
	PC23. provide hard pad for signing the merchant copy in case of card payment	0	2		
	PC24. prompt the customer for checking the air in their vehicles tyres	1	2		
	PC25. enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle	1	2		
	PC26. obtain feedback from the customer for improvement in service	1	2		
	PC27. thank the customer and request them to visit again	1	2		
	<b>Total Marks</b>	<b>37</b>	<b>63</b>		

HYC/N3102: Maintain safe and secure 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 firefighting 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		
	<b>Total Marks</b>	<b>42</b>	<b>58</b>		
HYC/N3103: 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		
	<b>Total Marks</b>	<b>20</b>	<b>30</b>		
HYC/N3104: Maintain Customer-Centric Service Orientation	PC1. greet the customer	4	6		
	PC2. understand the customers needs for service quality requirements	10	10		
	PC3. receive and record regular feedback from the customers on current service, complaints and improvements to be made	5	5		
	PC4. treat customers fairly and with due respect	4	6		
	PC5. ensure that customer expectations are met	10	10		
	PC6. communicate feedback of customers to seniors	4	6		
	PC7. always adhere to service and safety guidelines	10	10		
	<b>Total Marks</b>	<b>47</b>	<b>53</b>		
DGT/VSQ/N0102 Employability Skills (60 Hours)	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		
	<b>Total Marks</b>	<b>20</b>	<b>30</b>		
<b>Grand Total</b>		<b>166</b>	<b>234</b>		

### 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.

*Mention the detailed assessment strategy in the provided template.*

#### 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

**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

### Annexure: Acronym and Glossary

#### Acronym

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

#### Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>