

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

**NSDA Reference**

*To be added by NSDA*

## CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

**Hydrocarbon Sector Skill Council**

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### **Name and address of submitting body:**

**Hydrocarbon Sector Skill Council**

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## **Name and contact details of individual dealing with the submission**

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## **List of documents submitted in support of the Qualifications File**

1. Hydrocarbon Sector Profile
2. Qualification Pack- LPG Delivery Personnel
3. Occupational Map – Hydrocarbon Sector
4. MoM held at MoPNG on 19.01.2017 on Skill Development and Apprenticeship programme, wherein it was decided that Oil PSU's will develop the QP for high priority trades
5. List of the Oil PSU's participated in the development of QP
6. Composition of Task Force committee members
7. Industry Validation/Communication

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

## SUMMARY

<b>Qualification Title</b>	LPG Delivery Personnel		
<b>Qualification Code</b>	HYC/Q 3201		
<b>Nature and purpose of the qualification</b>	Learners after attaining the certificate of LPG Delivery Personnel will be competent to perform the job of LPG Delivery and install them in the consumers' kitchen, while following standard safety procedures		
<b>Body/bodies which will award the qualification</b>	Hydrocarbon Sector Skill Council		
<b>Body which will accredit providers to offer courses leading to the qualification</b>	Hydrocarbon Sector Skill Council		
<b>Body/bodies which will carry out assessment of learners</b>	Body/Bodies empanelled by Hydrocarbon Sector Skill Council will carry out the assessment of learners		
<b>Occupation(s) to which the qualification gives access</b>	This Qualification give the access to learners in the occupation of LPG Distribution		
<b>Licensing requirements</b>	N/A		
<b>Level of the qualification in the NSQF</b>	Level 4		
<b>Anticipated volume of training/learning required to complete the qualification</b>	200 Hours		
<b>Entry requirements and/or recommendations</b>	18 years		
<b>Progression from the qualification</b>	An individual may progress to the Supervisor Position in LPG Distribution		
<b>Planned arrangements for the Recognition of Prior learning (RPL)</b>	Yes		
<b>International comparability where known</b>	Study for the international comparability is yet to be done		
<b>Date of planned review of the qualification.</b>	2 years after approval of the Qualification		
<b>Formal structure of the qualification</b>			
<b>Title of component and identification code.</b>	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
HYC/N 3201 Deliver LPG Cylinders to Consumers	M	200 Hours	4
HYC/N 3102 Maintain Safe and Secure Working Environment	M		4
HYC/N 3103 Maintain Health and Hygiene habits	M		4
HYC/N 3202 Assist in Upkeep and Maintenance of LPG Cylinders	M		4

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Storage Area			
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Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information. Qualification Pack – LPG Delivery Personnel

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

## **SECTION 1** **ASSESSMENT**

### **Body/Bodies which will carry out assessment:**

Bodies/Bodies empanelled by Hydrocarbon Sector Skill Council for conducting the assessment will carry out the assessment of learners

### **How will RPL assessment be managed and who will carry it out?**

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 requires to undergo the assessment process and certification to awarded to the candidates who successfully clears the assessment. The tentative process of RPL would include the flowing stages:

- 1 Cluster Mapping and Mobilisation of the candidates
- 2 Counselling & Pre-Screening
- 4 Enrolment/Batch formation
- 5 Orientation, Impartation of minimum hour training program and Feedback
- 7 Assessment by HSSC empanelled body
- 8 Evaluation of Assessment Result
- 9 Issuance of the Certificate to successful candidates

### **Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**

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 practical demonstration of skills and knowledge based on the performance criteria.

**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, True/False Statement, audio-video question etc.

The Question Bank will be developed by Subject Matter Experts (SME) of the Oil & Gas sector and these Questions again be vetted by the Industry Experts, the assessments are designed so as to assess maximum parts during the practical hands on work.

**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 on his/her practical knowledge on respective Qualification.

To ensure the maximum possible consistency in the assessment by different assessors at different locations, the assessors are to be elaborated about the stages involved in the assessment and the

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

assessor role in the assessment process, the following also elaborated to the assessor 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 made to undergo induction of Assessment Framework, competency based assessments etc.

### **Assessment strategy:**

- For each Qualification Pack assessment criteria has developed, which describe the weightage for each NOS/Performance criteria (PC) and assigned marks based for each NOS separately for theoretical and practical skill
- The question bank will be developed by the subject matter expert 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 then after the result will be process for the generation of the certificates of passed candidates.
- Assessments can be conducted in the regional languages in case of any specific requirement form the concerned Training Provider.
- For ensuring the impartial assessment it will be ensured that the Assessment Bodies (AB) will not involve in training delivery.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

## ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

**Title of Component:**

<b>Job Role:</b> LPG Delivery Personnel <b>Qualification Pack:</b> HYC/Q 3201 <b>Sector Skill Council:</b> Hydrocarbon Sector Skill Council					
<b>Guidelines for Assessment</b>  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 proportion of marks for Theory and Skills Practical for each PC 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria 5. To pass the Qualification Pack, every trainee should score a minimum of 60% in every NOS 6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack					
Outcomes to be assessed		Assessment criteria for the outcome			
NOS	Performance Criterion	Total Marks (450)	Out of	Theory	Skill Practical
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	225	2	2	
	PC2. collect sound cylinders from the godown after carrying out pre delivery checks (weight, body leak, bung leak, seal, etc.)		10	5	5
	PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables		2		2
	PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/ showroom and carry them along for delivery		2		2
	PC5. ensure all the requisite details are printed on the cash memo		2		2
	PC6. carry a portable weighing machine to check the weight of the cylinder		5	2	3
	PC7. keep the delivery vehicle ready		3		3
	PC8. check the consumer's address and delivery time instructions		2	2	
	PC9. always carry the filled cylinder		5	2	3

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

	in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly			
	PC10. 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	7	3	4
	PC11. greet the consumer	5	2	3
	PC12. weigh the cylinder in the presence of the consumer to verify weight as per standards	5	2	3
	PC13. avoid making noise while carrying and moving the cylinder in the house	5	2	3
	PC14. roll the cylinder on foot ring to the kitchen	5	2	3
	PC15. ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill	7	3	4
	PC16. switch off the knob of the gas stove and also the regulator	7	3	4
	PC17. conduct a Pre-Delivery Check (PDC) as mentioned in PCs 18-28	-	-	-
	PC18. replace the empty cylinder with a new refill	5	2	3
	PC19. in case of new connection follow the SOP for new connection installation	10	5	5
	PC20. check the pressure regulator and rubber hose while replacing the cylinder	7	3	4
	PC21. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	10	5	5
	PC22. check for any leakage in the cylinder (from the joint and valve)	10	5	5
	PC23. switch on the regulator	5	2	3
	PC24. light a matchstick	5	2	3
	PC25. switch on the gas stove to make sure that flame is ignited	5	2	3
	PC26. 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	7	3	4
	PC27. in case of faulty O-ring, replace it	5	2	3
	PC28. in case of new connection, demonstrate the use with a live demo	10	5	5
	PC29. explain the safety instructions for using the LPG cylinder to the consumer	10	5	5
	PC30. 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	7	3	4
	PC31. obtain the consumer's signature	5	2	3

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

	on the counter slip and retain the copy				
	PC32. update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App		5	2	3
	PC33. politely communicate to the consumer against unsafe practices		10	5	5
	PC34. inform the consumer about available schemes/ARB products, important/emergency numbers		5	2	3
	PC35. ask the consumer for feedback and convey the same to the showroom staff		5	2	3
	PC36. if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG		5	2	3
	PC37. thank the consumer before leaving		5	2	3
	PC38. return the cash memo counter slip copy to showroom		5	2	3
	PC39. 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.)		10	5	5
		Total	225	98	127
Maintain Safe and Secure Working Environment	PC1. collect the LPG cylinders from the godown or storage points after performing pre-delivery checks	75	10	5	5
	PC2. follow safety norms while transporting the cylinders to the consumer		10	5	5
	PC3. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority		10	5	5
	PC4. comply with organization's current safety, security and environmental policies and procedures		10	5	5
	PC5. report any identified breaches in safety, security and environmental policies and procedures to the designated person (distributor/sales officer)		15	7	8
	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		10	5	5
	PC7. identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person)		10	5	5
		Total	75	37	38
Maintain	PC1. sanitise hands whenever	75	5	2	3



## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Health and Hygiene Habits	necessary				
	PC2. maintain dental hygiene		5	2	3
	PC3. ensure cleanliness and maintain a well-groomed look		15	7	8
	PC4. report on personal health issues related to injury and infectious diseases		10	5	5
	PC5. use a tissue, cover the mouth and turn away from people and food items while sneezing or coughing		5	2	3
	PC6. wash/wipe hands after coughing and sneezing		5	2	3
	PC7. undergo preventive health check-ups at regular intervals		10	5	5
	PC8. take prompt treatment from the doctor in case of illness and injuries		10	5	5
	PC9. get appropriate precautionary vaccines regularly		5	2	3
	PC10. have a general sense of hygiene and appreciation for cleanliness		5	2	3
	Total	75	34	41	
Assist in Upkeep and Maintenance of LPG Storage Area	PC1. check the requirements as per schedule with the godown keeper		5	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		5	2	3
	PC4. inspect and identify the cylinders fit for delivery		10	4	6
	PC5. mark the defective cylinders during inspection and move it to the designated area		5	2	3
	PC7. perform quick inspection of the vehicle to be taken for the day's trip and ensure it is in suitable working condition		5	2	3
	PC9. load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines	75	10	5	5
	PC10. ensure that MRP/price tags are available on all commercial cylinders		5	2	3
	PC11. collect all the necessary documents, devices, tool kit, etc. for delivery on every trip		10	5	5
	PC12. be alert and observant to notice potential hazards in and around the storage area		5	2	3
	PC14. alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area		5	2	3
	PC15. always adhere to the safety guidelines		10	5	5

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

			75	33	42
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### Means of assessment 1

The assessment comprises of:

- Theory/Knowledge test
- Practical/Demonstration Test

### Means of assessment 2

Add boxes as required.

### Pass/Fail

As per the NSDC, SSC guidelines, the passing percentage will be on aggregate 60%.

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

## SECTION 2 EVIDENCE OF LEVEL

LPG Delivery Personnel - HYC/ Q 3201					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<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 or no supervision).</p>	<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 it operation.</p> <p>He/she should know the safety standards and causes of fire and safety precautions in case of Cylinder leakage</p>	<p>The individual should must 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 should understand the latent needs of the customer and maintain a positive and effective</p>	<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 needs to informs the consumer about safety tips, latest schemes, emergency number, complaint number, booking number printed on the cash memo, etc.)</p> <p>He/she is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working environment.</p>	<p>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 directly responsible for the outcome and responsible for own work and learning process which justifies the pegging of the QP at level 4</p> <p>The LPG Delivery Personnel 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.</p>	4

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

		<p>relationship with the customer</p> <p>He/she have capacity to apply professional skills needed to operate equipment with the understanding of principles needed to explore and adapt systems.</p>			
Level 4	Level 4	Level 4	Level 4	Level 4	

# NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

## SECTION 3

### EVIDENCE OF NEED

#### **What evidence is there that the qualification is needed?**

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.

#### **What is the estimated uptake of this qualification and what is the basis of this estimate?**

Today, there are approximately 13,500/- No. Gas Agencies 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 1,20,000. 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. It is estimated that approximately 120,000/- personnel would uptake this qualification.

#### **What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?**

The LPG Delivery Personnel visits the household of consumers and delivers LPG cylinder has to complete his transaction within a span of 5 minutes with paramount importance to safety aspect, which is unique to this trade only. It is noted that approximately 98 % of the personnel engaged by the Gas Agency Distributors do not have any work experience / knowledge of this hazardous trade. Hydrocarbon Sector Skill Council was formed recently by oil sector companies under the guidance and support of Ministry of Petroleum & Natural Gas (MOP&NG) for steering the skill development initiatives of Oil Sector. It was assigned the job of developing Qualification Pack for Retail Outlet Attendant, since there were no Qualification Pack available for this trade

#### **What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?**

The Qualification Pack was circulated among the industry members for their inputs and feedback, however the Qualification shall be reviewed by the industry members after two years of the approval.

## NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

### SECTION 4

#### EVIDENCE OF PROGRESSION

**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**

An individual may progress to the Supervisory position



Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.