

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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List of documents submitted in support of the Qualifications File

1. Hydrocarbon Sector Profile
2. Qualification Pack- Industrial Welder (Oil & Gas)
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 companies participated in the development of QP
6. Composition of Task Force committee members
7. Industry Validation/Communication

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SUMMARY

Qualification Title	LPG Supervisor		
Qualification Code	HYC/Q 3202		
Nature and purpose of the qualification	Learners after attaining the certificate of LPG Supervisor will be competent to perform the job of supervising for seamless functioning of the LPG Agency		
Body/bodies which will award the qualification	Hydrocarbon Sector Skill Council		
Body which will accredit providers to offer courses leading to the qualification	Hydrocarbon Sector Skill Council		
Body/bodies which will carry out assessment of learners	Body/Bodies empanelled by Hydrocarbon Sector Skill Council will carry out the assessment of learners		
Occupation(s) to which the qualification gives access	LPG Distribution		
Licensing requirements	N/A		
Level of the qualification in the NSQF	Level 5		
Anticipated volume of training/learning required to complete the qualification	200		
Entry requirements and/or recommendations	25 years		
Progression from the qualification	Individual can progress by the movement between different LPG agencies, however the individual may progress at managerial level		
Planned arrangements for the Recognition of Prior learning (RPL)	Yes		
International comparability where known	Study for the international comparability is yet to be done		
Date of planned review of the qualification.	2 years after approval of the Qualification		
Formal structure of the qualification			
Title of component and identification code.	Mandatory/ Optional	Estimated size (learning hours)	Level
HYC/N 3203 Stock Accounting and Indenting	M	200	5
HYC/N 3204 Carry out Godown Operations	M		5
HYC/N 3205 Carry out Showroom Operations	M		5
HYC/N 3206 Maintain Health and Safety at the Workplace	M		5

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HYC/N 3207 Maintain Customer Centric Orientation	M		5
HYC/N 3208 Manage Team Effectively to Achieve Desired Results	M		5
HYC/N 3209 Planning and Organising Work at the LPG Agency	M		5

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 Supervisor

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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

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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.

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.

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Title of Component:

Job Role: LPG Supervisor Qualification Pack: HYC/Q 3202 Sector Skill Council: Hydrocarbon Sector Skill Council					
Guidelines for Assessment 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% 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 (500)	Out of	Theory	Skill Practical
HYC/N 3203 Stock Accounting and Indenting	PC1. check available stock and various categories of cylinders	50	3	1	2
	PC2. ensure that opening stock and retail selling prices of products/various categories of cylinders is displayed at the Showroom		3	1	2
	PC3. ensure that record for filled, empty and defective cylinders for all types/categories is maintained in the Daily Stock-Register		3	1	2
	PC4. calculate stock indent based on the available stock, pending backlog, daily average sales (cylinder wise) and seasonal variation in demand		4	2	2
	PC5. assist in making payment for indent		3	1	2
	PC6. coordinate with the dealer and planning officer of the supply location to manage stock		3	1	2
	PC7. monitor the movement of the LPG delivery truck		3	1	2
	PC8. calculate the value of indent for making payment		4	2	2
	PC9. calculate the fund available in the bank account		4	2	2
	PC10. keep a record of details of payment instruments (DD/cheque,		3	1	2

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	NEFT/RTGS, cash)				
	PC11. track dealer owned truck movements, as per the indents to ensure truck is ready for dispatch while placing the indent		3	1	2
	PC12. check whether indent has been received by the supply depot		3	1	2
	PC13. track movement of truck driver when it is on its way to the outlet to ensure timely delivery		4	2	2
	PC14. supervise the entire distribution pattern to ensure optimal utilisation of resources		4	2	2
	PC15. plan the deliveries based on the demand for refill in a particular area and backlog		3	1	2
		Total	50	20	30
HYC/N 3204 Carry out Godown Operations	PC1. (post the arrival of the truck) check the truck number, types of cylinders, number of cylinders, time when the truck left the supply point and when it reported at Godown	50	1.5	0.5	1
	PC2. carry out Sequence Quantity Checking (SQC) of 10% cylinders regularly		2	1	1
	PC3. maintain the SQC records of the those cylinders		1.5	0.5	1
	PC4. return the cylinders their weight is found to beyond permissible limit		1.5	0.5	1
	PC5. return the defective cylinder and regulator in the same refill load		1.5	0.5	1
	PC6. maintain a record of receipt of cylinders		1.5	0.5	1
	PC7. check the MRP/price tags are available on commercial cylinders.		1.5	0.5	1
	PC8. ensure that rebate is extended for Godown delivery		1.5	0.5	1
	PC9. ensure separate areas are marked in the Godown for storing filled, empty and defective cylinders		1.5	0.5	1
	PC10. ensure that the copy of explosive license is displayed in the Godown		1.5	0.5	1
	PC11. ensure the weighing scale is in working condition with valid stamping and calibration certificate		2	1	1
	PC12. ensure that double layer brass wire is available for ventilation		2	1	1

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PC13. ensure that mastic floors are well maintained	1.5	0.5	1
PC14. ensure availability of ramp for movement of cylinders at the Godown	1.5	0.5	1
PC15. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall	2	1	1
PC16. ensure that the Godown door is as per PESO norms i.e. 1.2 metre double leaf and open outside	1.5	0.5	1
PC17. ensure that standardised monogram of OMC is displayed at the road side wall of Godown	1.5	0.5	1
PC18. ensure that two DCP fire extinguisher (10 kg) are available in Godown	2	1	1
PC19. ensure that the fire extinguishers are provide with valid Test Date	1.5	0.5	1
PC20. ensure that the Godown is painted and well-kept	1.5	0.5	1
PC21. ensure that the Godown premise is free off leaf/grass/any vegetation, scrap and any flammable substance	2	1	1
PC22. ensure there are no other articles apart from LPG cylinder in the LPG Godown	1.5	0.5	1
PC23. ensure the Godown stock register is available and updated on daily basis	2	1	1
PC24. ensure pre-dispatch weighment of all cylinders being sent for delivery is recorded	1.5	0.5	1
PC25. ensure that a record of defective/underweight cylinder received from plant/customer is kept at the Godown	2	1	1
PC26. ensure that a valid Calibration Certificate for Weighing Scale is maintained at the Godown	3	1	2
PC27. ensure that a record of replenishment of floor stock and equipment received against additional floor stock is maintained	2	1	1
PC28. ensure that cylinders lost from customer's end (for which write-off EMRs to be collected from plant) are recorded	1.5	0.5	1

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	PC29. ensure a record of cylinder lost at distributor Showroom is made (FIR is lodged and payment made)		2	1	1
		Total	50	20	30
HYC/N 3205 Carry out Showroom Operations	PC1. ensure that the copy of explosive licence is displayed in the Showroom	100	2	1	1
	PC2. ensure that there is a Standardise Rebate board is available and updated in the Showroom		3	1	2
	PC3. ensure that there is a Standardise Insurance board is available and updated in the Showroom		3	1	2
	PC4. ensure the procedure of IVRS booking is displayed in the Showroom		2	1	1
	PC5. ensure the Emergency Service Centre(ESC) numbers are displayed in the Showroom		2	1	1
	PC6. ensure Turant (Tatkal) new connection Standee and Banner are displayed outside the Showroom		2	1	1
	PC7. ensure the standardised notice board is updated with important notices and circulars and place outside the Showroom		3	1	2
	PC8. ensure that the working hours of Showroom and list of holiday is displayed in the Showroom		2	1	1
	PC9. ensure that message/sticker saying 'Complaint Register Available is displayed in the Showroom		2	1	1
	PC10. ensure that sink is cleaned on a regular basis		1.5	0.5	1
	PC11. ensure drinking water tank, water purifier and water cooler are cleaned regularly		1.5	0.5	1
	PC12. ensure that water filter is working and disposable glass are available for drinking water		1.5	0.5	1
	PC13. ensure that toilets are cleaned regularly and well-maintained; urinals, wash and mirrors are cleaned twice a day; dust bins emptied regularly; flushing/auto flushing systems are in working; all taps/fittings are in good conditions; perishable items like soap, liquid soap dispenser are replenished; and hand towels are replaced with fresh		1.5	0.5	1

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ones			
PC14. ensure that the complaint box is available in the Showroom	3	1	2
PC15. ensure that the Portable scales and leak Detector are available	2	1	1
PC16. ensure that there is adequate number of delivery personnel, mechanic, and Showroom staff are employed	3	1	2
PC17. ensure that the enough tool kits are available in the Showroom	2	1	1
PC18. ensure that mandatory inspections are carried out by a mechanic once in every two years	3	1	2
PC19. ensure sufficient stock of regulators, hose pipe, gas stoves etc. is available	3	1	2
PC20. ensure that ARB orders are uploaded through portals only	2	1	1
PC21. ensure that adequate stock of cash memos is maintained	1.5	0.5	1
PC22. ensure that the emergency number is printed on the reverse of cash memo	2	1	1
PC23. ensure that delivery infrastructure of distributor is adequate for home delivery of refills	3	1	2
PC24. ensure that computer data is transferred to OMC server daily	2	1	1
PC25. follow the day end procedure as per norms	1.5	0.5	1
PC26. ensure that daily backup is taken in an external hard drive	1.5	0.5	1
PC27. generate weekly reports	1.5	0.5	1
PC28. ensure that the records are maintained for valid dealership agreements, valid explosive licence, valid insurance, valid trade/selling licence, valid shop and establishment licence (applicable for Maharashtra) and non-domestic refill and cash memo being generate (from DCMS package)	2	1	1
PC29. ensure that the record mandatory inspections are maintained	2	1	1
PC30. ensure that mechanic service register (DCMS package) and daily stock register (DCMS package) are maintained	2	1	1

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PC31. ensure sales bills pertaining to enrolment of new connections, DBCs for the current and previous financial year are maintained	3	1	2
PC32. ensure that the inspection records for the previous three financial years is maintained	2	1	1
PC33. ensure that acknowledgement copy of refill cash memo for a minimum period of 15 months is maintained/retained	1.5	0.5	1
PC34. ensure all records specified by OMC in writing is maintained	2	1	1
PC35. ensure that complaint and suggestion book is well-maintained	3	1	2
PC36. ensure that a record of correspondence made from sales officers, regional office, police authorities, collector's office, tehshildar office, etc. is maintained	1.5	0.5	1
PC37. maintain all reports (weekly and monthly) and submit them to the concerned authority	1.5	0.5	1
PC38. ensure that a record of refill booking through IVRS, SMS, telephone calls, walk-in customers and internet booking is maintained regularly	1.5	0.5	1
PC39. ensure that adequate delivery infrastructure as per the consumer holding of the LPG Agency is available	1.5	0.5	1
PC40. ensure hand cart, tricycle, mechanical tricycle, two wheeler auto/four wheeler auto/tempo, van are in working and have valid insurance and RC book	1.5	0.5	1
PC41. ensure the delivery vehicles are painted as per OMC LPG distributor standardisation	1.5	0.5	1
PC42. ensure that deliver personnel carry portable scales and leak detector, O-rings, etc. while they go on delivery	3	1	2
PC43. ensure that the delivery personnel carries out pre-delivery check before delivery of cylinders	3	1	2
PC44. ensure that a record of new connections and DBC connections are kept	2	1	1
PC45. ensure that data on Subscription Vouchers and Termination Vouchers (TV	1.5	0.5	1

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	IN and TV OUT) and DGCC book are maintained				
	PC46. ensure that record of installation on date as well as pending installations are maintained		2	1	1
	PC47. ensure DGCC book and safety instruction cards are available and are given to new consumers		2	1	1
	PC48. (in case of TV IN) take confirmation through online industry TV confirmation portal		2	1	1
		Total	100	40	60
HYC/N 3206 Maintain Health and Safety at the Workplace	PC1. ensure that sand buckets are available with canopy and filled with dry sand at the LPG Agency	50	2	1	1
	PC2. ensure that two DCP fire extinguisher (10 kg) are available in Godown in working condition at the LPG Agency		3	1	2
	PC3. ensure that all the fire extinguishers are tested periodically		3	1	2
	PC4. ensure double layer brass wire mesh is available in ventilator		3	1	2
	PC5. ensure that Godown premises is free with leaf/grass and scrap		2	1	1
	PC6. ensure that there is COE/PESO approved Godown map		2	1	1
	PC7. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall		3	1	2
	PC8. ensure that Bottom ventilation of Godown starts from the floor of the Godown		2	1	1
	PC9. ensure sign such as 'No Smoking', 'Prohibited Area' and 'Use of Mobile Restricted' are displayed wherever essential		3	1	2
	PC10. ensure that there is adequate Godown capacity available		2	1	1
	PC11. ensure that the safety norms are followed while transporting the cylinders to the consumer		3	1	2
	PC12. report any identified breaches in		3	1	2

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	safety, security and environmental policies and procedures to the designated person				
	PC13. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected		2	1	1
	PC14. identify and suggest opportunities for improving safety and security to the designated person		2	1	1
	PC15. ensure all the fire fighting equipment are cleaned and deployed		2	1	1
	PC16. ensure that toilets are cleaned regularly and well-maintained		2	1	1
	PC17. ensure that first aid box is at an accessible place at all times		2	1	1
	PC18. ensure that the first aid box contains all the essentials including sterile adhesive bandages, small roll of absorbent gauze, triangular and roller bandages, cotton, plasters, scissors, antiseptic lotions, thermometer, antiseptic cream for burn injury, cleansing agent/soap, pain relievers, ointment for cut/injuries, etc.		3	1	2
	PC19. conduct mock drills and evacuation exercise once in a month for all staff on topics like spillage of product, major spillage, fire accident, electrical fire, emergency response to accidents and fire in neighbouring area		3	1	2
	PC20. ensure that the safety clinics are carried out on a quarterly basis		3	1	2
		Total	50	20	30
HYC/N 3207 Maintain Customer Centric Orientation	PC1. greet the customer	50	2	1	1
	PC2. listen to the customer attentively and be politely answer them		2	1	1
	PC3. understand the customer's needs for service quality requirements		3	1	2
	PC4. receive a regular feedback from the customers on current service, complaints and improvements to be		2	1	1

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	made				
	PC5. ensure clarity, honesty and transparency while dealing with customers		1.5	0.5	1
	PC6. customers are treated fairly and with respect		3	1	2
	PC7. thank the customer and request them to visit again		1.5	0.5	1
	PC8. inform the customer of any available schemes/offers		1.5	0.5	1
	PC9. ensure clean toilet facility is available for customers		1.5	0.5	1
	PC10. ensure clean drinking water facility is available for customers		1.5	0.5	1
	PC11. ensure safety clinics are carried out to promote safe practices of using LPG		1.5	0.5	1
	PC12. provide excellent service to existing customers		1.5	0.5	1
	PC13. build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc.		3	1	2
	PC14. create an awareness on the various schemes and benefits for customers by using various marketing strategies		1.5	0.5	1
	PC15. increasing the brand value of the LPG Agency		2	1	1
	PC16. ensure customers' expectations are met		2	1	1
	PC17. tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency		2	1	1
	PC18. convey customers' feedback (especially, negative feedback) to concerned authority		2	1	1
	PC19. resolve all complaints within 48 hours and convey it to concerned authority		2	1	1
	PC20. maintain a record of all customer complaints and the time frame of their resolution		1.5	0.5	1
	PC21. ensure that complaints from Tehsildar, Police Officer, Collector,		1.5	0.5	1

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	politicians, etc. are resolved/attended on priority and are not repeated				
	PC22. ensure all leakage complaints are addressed within 2 hours		2	1	1
	PC23. carry out root-cause analysis of repetitive complaints to avoid recurrence		1.5	0.5	1
	PC24. take suitable action against the staff if case of any malpractice		2	1	1
	PC25. willingly accept and implement new innovative products and services that help improve customer satisfaction		1.5	0.5	1
	PC26. maintain database of potential customers profiles		1.5	0.5	1
	PC27. offer discounts/incentives to potential customers		1.5	0.5	1
		Total	50	20	30
HYC/N 3208 Manage Team Effectively to Achieve Desired Results	PC1. motivate and encourage the team from time to time	50	2	1	1
	PC2. provide incentive to employees to encourage them to work efficiently		2	1	1
	PC3. boost morale of employees by rewarding them for being punctual and well groomed		3	1	2
	PC4. ensure that the personnel reporting to him are punctual, well-groomed, disciplined and adhere to the guideline		4	2	2
	PC5. ensure staff wears uniform with ID cards daily		3	1	2
	PC6. update daily the duty roster for allocation of activity for manpower		2	1	1
	PC7. ensure the team's salary is made on time as per the statutory payments		3	1	2
	PC8. pass on work related information/ requirement clearly to the team members		2	1	1
	PC9. conduct daily staff meeting to motivate the team to achieve higher sales		4	2	2
	PC10. ensure that all the personnel are equipped to operate fire extinguishers		3	1	2
	PC11. ensure that all the personnel are aware of all the safety precautions with regards to LPG		3	1	2
	PC12. ensure all the personnel reporting to him attend training programmes		3	1	2

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	PC13. discuss with subordinates about appropriate work technique and method		3	1	2
	PC14. inform team members about any kind of deviations from work		2	1	1
	PC15. ensure that none of the staff are indulging in any type of malpractice		3	1	2
	PC16. take actions against erring employee in case of deviation from expected performance		3	1	2
	PC17. understand and empathise with team members and resolve their issues		3	1	2
	PC18. monitor overall performance of subordinates to meet quality requirements set by the concerned authority		2	1	1
		Total	50	20	30
HYC/N 3209 Planning and Organising Work at the LPG Agency	PC1. plan activities to achieve targets set by superiors	50	4	2	2
	PC2. set targets for the team and ensure that they achieve them		3	1	2
	PC3. plan and organise deliveries		4	2	2
	PC4. provide suggestion and advice to subordinates to obtain desired outcome		3	1	2
	PC5. plan housekeeping activities at the beginning and end of work		3	1	2
	PC6. make optimum utilisation of resources effectively and efficiently		4	2	2
	PC7. align work with reference to organisation's policies and procedures		3	1	2
	PC8. prioritise work according to urgency and importance		4	2	2
	PC9. comply with important and confidential information in accordance with the organisation's policies and procedures		3	1	2
	PC10. inform and update others with the progress of your work		3	1	2
	PC11. organise work and resources in coordination with team members and superiors		4	2	2
	PC12. complete work as per the schedule		3	1	2
	PC13. list and arrange resources prior to commencement of work		3	1	2
	PC14. allocate of manpower in an appropriate manner		3	1	2

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	PC15. utilise of resources judiciously to minimise wastage		3	1	2
		Total	50	20	30
Means of assessment 1 The assessment comprises of: <ul style="list-style-type: none">➤ 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%.					

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SECTION 2 EVIDENCE OF LEVEL

LPG Supervisor - HYC/ Q 3202					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>LPG Supervisor at a LPG Agency should possess operational knowledge and the process of the LPG Agency, while following standard safety procedures, the individual should possess the well-developed skill in LPG agency activities</p> <p>The individual expected to managing and maintaining stock, following up with supply location for receipt of tank truck and supervising the distribution of cylinders</p> <p>The individual expected to supervise the tank truck, recording the truck unloads, documenting records of incoming and outgoing stock at the Godown and ensuring Godown safety</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 ensure that checks are maintained for all quality, quantity, records, equipment and infrastructure for smooth operation of the LPG agency</p> <p>The individual needs to know the Oil Marketing Companies (OMCs) and should poses the practical skill to accomplish and solve the problems come across in different divisions of agency by applying basic method and information.</p> <p>The individual demonstrates powers of discretion, planning,</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/mathematical skills.</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.) and also required to have skills of collection and organising information</p> <p>He/she is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working</p>	<p>The Individuals is responsible for seamless functioning of the LPG Agency. The individual should be customer centric, display leadership qualities for managing and binding the team. Individual must have good conduct and should be good in communication.</p> <p>The individual is responsible for the outcome and learning of own work as well as to some extent the work of his team, which justifies the pegging of the QP at level 5</p>	5

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<p>The activities for this Qualification are required well developed skill with clear choice of procedure.</p>	<p>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</p>	<p>analytical, critical thinking and decision making skills at various junctures while at the job. He/she is able to demonstrate ability to get the various tasks done from subordinates as per the procedure and guidelines. He is able to demonstrate ability to solve problems using his knowledge of tools, techniques and procedures to follow. Further, he is able to front end customers and achieve customer satisfaction. These traits are in keeping with Level 5</p>	<p>environment. The individual expected to execute task, schedules, and work-loads with co-workers and managers and able to organized required information communication The desired mathematical skill, some skill of collecting and organising information, communication is clearly demonstrated which is in line with Level 5</p>		
<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

The LPG Supervisor is the key personnel at a Gas Agency, who is entrusted with the responsibility of the entire Gas Agency. The primary responsibility of this role is to ensure that there is no backlog for domestic consumers, increase non-domestic sales, indent stock, make payments, have product knowledge, ensure Godown is in good working conditions, all Cylinders are kept in Godown, ensure that all the equipments are calibrated and in working conditions, motivate his team members, liaison with Depot Manager, local authorities, all statutory compliances are in place amongst others. It is pertinent to mention that safety aspect has to be adhered to while discharging all functions.

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 60,000/- engaged as LPG Delivery Personnel, Showroom staff, Mechanics, Godown Keeper. 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 1,40,000/-. Needless to mention, that such an enormous number of work force should have the skill-set for performing the job role and one of the primary responsibility of the LPG Supervisor is to motivate and guide his team to provide services to a large consumer base.

It is estimated that approximately 30,000/- personnel would uptake this qualification. in order to ensure seamless functioning of the Gas Agency and manage such a massive work-force of around 1,20,000/- personnel

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

The LPG Personnel 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

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.

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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?

Individual can progress by the movement between different LPG agencies, however the individual may progress at managerial level

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.