



## QUALIFICATION FILE

### Refinery Process Operator

Short Term Training (STT)

General

NCrF/NSQF Level: 4

**Submitted By:**

**Hydrocarbon Sector Skill Council**

**Chief Executive Officer**

**OIDB Bhawan, Block G+3, 2nd Floor, Plot No.2, Vikas Marg,**

**Sector – 73, Noida, Uttar Pradesh -201301**

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1. Qualification Name	Refinery Process Operator																
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)	QG-04-HY-00411-2023-V1-HSSCI & Version 1.0	6. NCrF/NSQF Level: 4															
7. Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8. Brief Description of the Qualification	Individual at this job is responsible to operate equipment, monitor pressure and flow, read gauges and adjust valves at refinery. The person at this job is responsible for identifying and correcting problems in the refinery process.																
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>Completed 2nd year of the 3-year Diploma (after 10th) in relevant field</td> <td>NA</td> </tr> <tr> <td>2</td> <td>10th Grade Pass plus 2-year of National Trade Certificate (NTC) in relevant field</td> <td>NA</td> </tr> <tr> <td>3</td> <td>12th Grade Pass</td> <td>NA</td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level 3.0</td> <td>3-years of relevant experience</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	Completed 2nd year of the 3-year Diploma (after 10th) in relevant field	NA	2	10th Grade Pass plus 2-year of National Trade Certificate (NTC) in relevant field	NA	3	12th Grade Pass	NA	4	Previous relevant Qualification of NSQF Level 3.0	3-years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)															
1	Completed 2nd year of the 3-year Diploma (after 10th) in relevant field	NA															
2	10th Grade Pass plus 2-year of National Trade Certificate (NTC) in relevant field	NA															
3	12th Grade Pass	NA															
4	Previous relevant Qualification of NSQF Level 3.0	3-years of relevant experience															
10. Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category – Category (I)															
12. Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																

<b>13 Training Duration by Modes of Training Delivery</b> <i>(Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)</i>	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1" data-bbox="770 108 1872 277"> <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>90</td> <td>270</td> <td>60</td> <td>60</td> <td>480</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	90	270	60	60	480	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)															
Classroom (offline)	90	270	60	60	480															
Online																				
<b>14 Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO/ 2015 3134																			
<b>15 Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	Vertical Progression: NSQF Level 5: Supervisor- Refinery Process Operation  NSQF Level 5: Supervisor Refinery Operations - Primary & secondary																			
<b>16 Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																			
<b>17 Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																			
<b>18 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:																			
<b>19 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.																			
<b>20 Are Greening/ Environment Sustainability Aspects Covered</b> <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																			
<b>21 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																			
<b>22 Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	Name: Mr. SK Bose Email: ceo@hsscindia.in Contact No.: +91 9871115360 Website: www.hsscindia.in																			
<b>23 Final Approval Date by NSQC:</b> 03-May-2023	<b>24. Validity Duration:</b> Three years from the date of Approval	<b>25. Next Review Date:</b> Three years from the date of Approval																		

**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 <i>(if applicable)</i>	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) <i>(if applicable)</i>
1.	Module 1: Introduction to Hydrocarbon sector And Refinery Process Operator job	HYC/N3803 & V1.0	Bridge /Core	4	0	3	Nil	Nil	Nil	06:00	00	00			00	
2.	Module 2: Carry out refinery operations	HYC/N3803 & V1.0	Core	4	9	60	180	30	00	270	20	30			50	
3.	Module 3: Working effectively in a team	HYC/N9301 & V3.0	Non Core	4	2.5	15	45	15	00	75	20	30			50	
4.	Module 4: Maintain health, safety and security procedures	HYC/N9302 & V3.0	Non Core	4	2.5	12	45	15	00	72	20	30			50	
5.	Module 5: Employability Skills	DGT/VSQ/ N0102 Version 1	Core	4	2	00	00	00	00	60	20	30			50	
<b>Duration (in Hours) / Total Marks</b>						16	90	270	60	480	80	120			200	

**Assessment - Minimum Qualifying Percentage***Please specify **any one** of the following:***Minimum Pass Percentage – Aggregate at qualification level: 70%** *(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>	3-Year Diploma (after class 10 <sup>th</sup> ) with 3-year of relevant industry experience and 1-year of academic experience  OR  ITI Pass (Two year after class X) with 4-year of relevant industry experience and 1-year of academic experience
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	3-Year Diploma (after class 10 <sup>th</sup> ) with 3-year of relevant industry experience and 1-year of academic 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>	3-Year Diploma (after class 10 <sup>th</sup> ) with 3-year of relevant industry experience and 1-year of academic experience  OR  ITI Pass (Two year after class X) with 4-year of relevant industry experience and 1-year of academic experience
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	3-Year Diploma (after class 10 <sup>th</sup> ) with 3-year of relevant industry experience and 1-year of academic experience
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	3-Year Diploma (after class 10 <sup>th</sup> ) with 3-year of relevant industry experience and 1-year of academic experience
4.	<b>Assessment Mode (Specify the assessment mode)</b>	Both – Online and Offline
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 Refinery Operator work in the petroleum refinery - refinery operation such as monitor pressure and flow, read gauges and adjust valves, identify and correct problems at refinery This job role is identified as high priority /niche for skill development vocational training to meeting the skilled manpower requirement all across the Oil & Gas Industry. National standards have been drafted that the work force in this job should possess at the time of deploying the work force on the job for performing the operations
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 ( <i>Mandatory</i> )	<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 ( <i>Mandatory, except in case of online course</i> )	<b>Annexure:</b> List of tools and equipment relevant for qualification
3.	<b>Annexure:</b> Detailed Assessment Criteria ( <i>Mandatory</i> )	<b>Annexure:</b> Detailed Assessment Criteria
4.	<b>Annexure:</b> Assessment Strategy ( <i>Mandatory</i> )	<b>Annexure:</b> Assessment Strategy
5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i> )	<b>Annexure:</b> Offline Learning Mode
6.	<b>Annexure:</b> Multiple Entry-Exit Details ( <i>Mandatory, in case qualification has multiple Entry-Exit</i> )	<b>Annexure:</b> NA
7.	<b>Annexure:</b> Acronym and Glossary ( <i>Optional</i> )	<b>Annexure:</b> Acronym and Glossary
8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory – Public view</i> )	<b>Supporting Document:</b> Model Curriculum
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	<b>Supporting Document:</b> Career Progression – Occupational Map
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	<b>Supporting Document:</b> Occupational Map
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	<b>Supporting Document:</b> Assessment SOP
12.	<b>Any other document you wish to submit:</b>	<b>Any other document you wish to submit:NA</b>

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 Refinery Operator - Process responsible to operate equipment, monitor pressure and flow, read gauges and adjust valves at refinery. The person at this job is responsible for identifying and correcting problems in the refinery process	The activities for this Qualification are the familiar and routine activities in nature and he handles all this independently (with minimal supervision).	4
<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 Refinery Operator must able to plan and think in steps and three-dimensionally, the individual should keep up to date with changing technology in the process also the person should also know the range of testing performed to identify the physical properties of the substances.	The individual shall have knowledge various activities to be performed during operation and procedure The individual should know the maintenance requirements of measurement/control/ protection and detection systems and equipment The user/individual on the job needs to know the types of fire extinguishers and their suitable uses	4
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	The individual should able to Identify problems with work planning, procedures, practical skill, output and behavior and their implications also able to Plan, prioritize and sequence work operations as per job requirements also expected to know the usage of appropriate tools required to perform the job by applied quality concepts The individual should must able to read and interpret information correctly from various job specification	The individual should able to Identify problems with work planning, procedures, practical skill, output and behavior and their implications also able to Plan, prioritize and sequence work operations as per job requirements also expected to know the usage of appropriate tools required to perform the job by applied quality concepts	4

	documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language and also able to fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language		
<b>Broad Learning Outcomes/Core Skill</b>	<p>The individual is expected to have basic communication skills to fill appropriate forms, process charts and activity logs, etc. and also understand application of basic arithmetic principles.</p> <p>The individual should be able to read and understand manuals, work orders, health and safety instructions, memos, reports etc.</p>	<p>The individual will be able to communicate well within or outside the organization and conduct in always, which show a basic understanding of the social and professional environment of working in workplace</p> <p>The individual is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working environment.</p>	4
<b>Responsibility</b>	<p>The individual is responsible to operate equipment, monitor pressure and flow, read gauges and adjust valves at refinery. The person at this job is responsible for identifying and correcting problems in the refinery process</p>	<p>The individual is majorly responsible for his own job and self-learning process which justifies the pegging of the QP at level 4</p>	4

**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.	Distillation Unit		
2.	Furnace		
3.	Heat Exchangers		
4.	Reactors		
5.	Leak detector		
6.	Pressure and Temperature Gauges		
7.	Flow meter		
8.	Level meter		
9.	Pumps and Compressors		
10.	Valves and Control Systems		
11.	Laboratory Equipment (distillation columns, spectrometers, chromatographs)		
12.	Safety Equipment (safety goggles, gloves, safety shoes, protective clothing)		
13.	Computer and Software		
14.	Environmental Control Equipment (flue gas desulfurization units, wastewater treatment systems)		

## Classroom Aids

The aids required to conduct sessions in the classroom are:

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

**Annexure: Industry Validations Summary**

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	IOCL	Shri Amit Gupta	DGM(HRD)		8588855975	amitgupta@indianoil.in	
2	HPCL	Shri 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	EIL	Smt. Gopa Pradhan	CGM (HR)		9810709890	gopa.pradhan@eil.co.in	
7	OIL	Shri Ranjan Goswami	CGM (PR)		9810548249	goswamir@oilindia.in	
8	Pune Gas	Shri Jai Sinh Sampat	Director		9823031262	jns@punegas.com	
9	Think Gas	Smt. Raima Dutta Saikia	Vice President – Human Resource		9560071391	raema.saikia@think-gas.com	
10	SIMULANIS	Shri Neeraj Chouhan	Chief Product Manager			neerajchouhan@simulanis.com	
11	SOM Projects Pvt Ltd	Shri Ramesh Sharma	Resident Construction Manager		9711357234	Ramesh.sharma@somprojects.com	
12	Bridge & Roof Co (I) Ltd	Shri Prithwish Patra	Resident Construction Manager		9358371084	Prithwish.patra@bridgeroof.co.in	

**Annexure: Training & Employment Details****Training and Employment Projections:**

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

Data to be provided year-wise for next 3 years

**Annexure: Detailed Assessment Criteria**

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>HYC/N3803 Perform refinery operation</b>	collect blueprint from supervisor/manager	1	2		
	lubricate and clean equipment and processing system timely	1	2		
	patrol units ensure security and safety	1	2		
	observe automatic warning signals	1	2		
	check for leaks and faulty equipment, valves, pumps, etc.	2	2		
	report malfunctioning of equipment to supervisor /manager	1	2		
	coordinate with refinery technician for repair of faulty equipment, valves, pumps, etc.	1	2		
	operate heaters, furnaces, compressors, exchangers, reactors, quenchers, stabilizers, fractionators, rechargers, absorbers, strippers, debutanizers, stills, and towers for distillation, absorption, extraction, adsorption, thermal and catalytic cracking and reforming, polymerization, isomerization, coking, Vis breaking, alkylation	2	2		
	regulate pumps and compressors as per the instruction	1	2		
	set knobs, switches, levers, valves and index arms to control process	1	2		
	read temperature in pressure gauges, flowmeters, vacuum and time, record readings in the log	2	2		
	monitor and operate processing units to produce fuel, kerosene, gasoline, oil, etc.	1	2		
	collect oil sample and send to laboratory for quality check	2	2		
	clean processing units' interior by circulating solvent and chemicals as per SOP	1	2		
	report logs and finding to the supervisor/manager	2	2		
	collect blueprint from supervisor/manager	1	2		
<b>Total Marks</b>		<b>20</b>	<b>30</b>		
<b>HYC/N 9301 Working effectively in a team</b>	PC1. maintain clear communication with colleagues	2	3		
	PC2. pass on information to colleagues in line with organisational requirements	2	3		
	PC3. provide support to the team members	2	4		
	PC4. respect the colleagues	3	4		
	PC5. fulfil commitments made to colleagues	2	3		
	PC6. inform team members timely, if timelines can't be met	2	4		
	PC7. take the necessary initiatives to resolve the issues while working in team	3	4		
	PC8. adopt gender neutral behaviour while interacting with colleagues	2	2		
	PC9. offer assistance to a person with disability (PWD), only if required	2	3		

	<b>Total Marks</b>	<b>20</b>	<b>30</b>		
<b>HYC/N 9302 Maintain health, safety and security procedures</b>	PC1. use protective clothing/equipment such as face mask, hand gloves, goggle etc for specific tasks and work conditions	1	2		
	PC2. identify the people responsible for maintaining health and safety in the workplace	1	0		
	PC3. identify possible causes of risk or accident in the workplace	1	2		
	PC4. follow safe working practices while dealing with hazards to ensure the safety of self and others	1	2		
	PC5. lift heavy objects safely using correct procedures	1	2		
	PC6. follow safety signages	1	2		
	PC7. maintain hands hygiene by washing hand frequently and thoroughly with soap and water or alcohol-based hand rub	1	2		
	PC8. inform the concerned person of any illness related to self and others	1	1		
	PC9. maintain workplace hygiene by disinfecting the equipment and tools regularly	1	2		
	PC10. respond promptly and appropriately to an accident or in an emergency situation	1	2		
	PC11. use appropriate fire extinguishers for different types of fires correctly	2	2		
	PC12. follow appropriate rescue techniques during fire hazard	1	2		
	PC13. follow good housekeeping practice in order to prevent fire hazards	1	1		
	PC14. inform fire safety department about any near-miss incidents in the work place	2	2		
	PC15. provide appropriate first aid to victims in an emergency situation	1	2		
	PC16. follow the applicable regulations and codes as per safety standard	1	2		
	PC17. prepare written accident/incident report and share with the concerned officer/department	2	2		
	<b>Total Marks</b>	<b>20</b>	<b>30</b>		
	<b>Grand Total</b>	<b>60</b>	<b>90</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.*

#### <. 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

Understand the working of various tools and equipment Annexure: Acronym and Glossary

**Acronym**

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

**Glossary**

Term	Description
<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>