

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HYDROCARBON INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Retail Outlet Attendant (Oil & Gas)

SECTOR: HYDROCARBON INDUSTRY

SUB-SECTOR: Downstream

OCCUPATION: Retail Distribution

REFERENCE ID: HYC/Q3101

ALIGNED TO: NCO-2004/5245.0101

Brief Job Description: 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.

Personal Attributes: This job requires the individual to be at the fuel station under demanding physical working conditions during working hours. The person should be physically fit to perform assigned duties. Individual must demonstrate skill for customer sensitivity and foresee potential obstacles that may occur. He/she must be observant and detail oriented, and should display presence of mind at all times. Individual must have good conduct and should be able to communicate effectively

Qualifications Pack For Retail Outlet Attendent (Oil & Gas)

Job Details

Qualifications Pack Code	HYC/ Q 3101		
Job Role	Retail Outlet Attendent (Oil & Gas)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Hydrocarbon	Drafted on	31/03/17
Sub-sector	Downstream(Oil Refining & Marketing)	Last reviewed on	31/03/17
Occupation	Retail Outlet Operation	Next review date	31/03/19
NSQC Clearance on*	22/06/2017		

Job Role	Retail Outlet Attendent (Oil & Gas)
Role Description	Fuelling vehicles and related sales activities, while taking due precaution, and completing and closing financial transaction for the service rendered
NSQF level	4
Minimum Educational Qualifications*	Class X, Preferably
Maximum Educational Qualifications*	--
Training (Suggested but not mandatory)	Fire and safety training and customer orientation behavioural training
Minimum Job Entry Age	18 years
Experience	NA
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> HYC/N 3101 Perform Retail Outlet (Fuel Station) Activities HYC/N 3102 Maintain Safe and Secure Working Environment HYC/N 3103 Maintain Health and Hygiene habits HYC/N 3104 Maintain Customer-Centric Service Orientation
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Retail Outlet Attendent (Oil & Gas)

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

This unit is about performing pre-fuelling, fuelling and post-fuelling activities in a retail outlet.

Unit Code	HYC / N 3101
Unit Title (Task)	Perform Retail Outlet (Fuel Station) Activities
Description	This unit is about performing pre-fuelling, fuelling and post-fuelling activities.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Pre-Fuelling <ul style="list-style-type: none"> • marshal vehicle to the designated island and manage the queue • guide the customer to position the vehicle to achieve clear visibility of the dispensing unit display • Fuelling <ul style="list-style-type: none"> • confirm the fuel type and quantity of fuel with the customer • dispense fuel following the service norms and safety guidelines • Post-Fuelling
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre-Fuelling	<p>To be competent, the user/individual on the job must:</p> <p>PC1. marshal/guide the customer to the designated island and manage queue</p> <p>PC2. stay at the designated island and keep the island in clean condition at all times</p> <p>PC3. greet the customer</p> <p>PC4. ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display</p> <p>PC5. ask the customer to switch off the vehicle and his/her mobile for safety</p> <p>PC6. inform the customer of any available schemes/offers in the retail outlet</p> <p>PC7. ask the customer about the required type of fuel and quantity to be filled</p> <p>PC8. prompt for tank full</p> <p>PC9. prompt for branded products</p> <p>PC10. confirm the customer's order by repeating the fuel type and quantity</p> <p>PC11. pre-set the customer's order quantity in the DU after customer has seen 'Zero' display, before commencing filling</p>
Fuelling	<p>PC12. ensure the engine of the vehicle is turned off, ask the customer to vacate the vehicle in case of CNG. In case of two wheelers ask the rider and pillion rider to dismount.</p> <p>PC13. keep the hose at a safe distance from the vehicle</p> <p>PC14. avoid dragging the hose to make it reach the vehicle for fuelling</p> <p>PC15. ensure that the nozzles, vapour guards/caps are in normal position</p> <p>PC16. ensure nozzle cuff guard fits properly over the vehicle tank opening</p> <p>PC17. hold the nozzle till fuelling is completed</p> <p>PC18. in case of CNG place rubber mat on the battery terminal while filling</p> <p>PC19. ensure no one is speaking on the mobile phone around the car while fuelling</p> <p>PC20. show final metre reading and sales amount to the customer and process the payment</p>

HYC /N 3101

Conduct Retail Outlet (Fuel Station) Activities

<p>Post-Fuelling</p>	<p>PC21. promptly wipe any spillage on the vehicle body PC22. provide (automated/manual) bill to the customer, as requested PC23. provide hard pad for signing the merchant copy in case of card payment PC24. prompt the customer for checking the air in their vehicle's tyres PC25. enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle PC26. obtain feedback from the customer for improvement in service PC27. thank the customer and request them to visit again</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand: KA1. retail outlets' policies on personnel management (timing/shift hours), reporting structure, and accounting procedure KA2. problem escalation procedure</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. the products available in the retail outlet KB2. the safety precautions for before, during, and post-operations KB3. the location of the dispensing units and its switches KB4. operating the fuel dispensing unit KB5. measurement of fuel density and temperature, conduct retail outlet sampling, routine dispenser delivery check KB6. proper and safe procedure of tank lorry decantation KB7. usage of calculator KB8. usage of calibrated hydrometer, thermometer, glass jar, aluminium bucket with proper bonding braided wire, digital air gauge, tyre pressures for different vehicles KB9. billing process and various modes of payment (cash/card/other digital modes) KB10. sales accounting post-shift and handing cash sales to the supervisor KB11. retail outlet automation process and system KB12. usage of various applications on different electronic devices KB13. usage of fire extinguisher and causes of fire KB14. safety precautions in case of fuel spill KB15. about quality checks conducted at retail outlet</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading and Writing Skills The user/ individual on the job needs to know and understand how to: SA1. read the fuel pump display meter for quantity and price SA2. swipe the card for the correct amount SA3. basic arithmetic calculations SA4. prepare bill mentioning car number, fuel rate and total amount to be paid SA5. able to read the cash memo</p>

HYC /N 3101

Conduct Retail Outlet (Fuel Station) Activities

	Oral Communication (Listening and Speaking skills)
	<p>SA5. communicate with customer to understand the quantum of fuel to be filled or amount for which fuel has to be filled</p> <p>SA7. ask if the customer needs water or want to use the washroom, etc.</p> <p>SA8. maintain a positive and effective relationship with the colleagues</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1.
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two wheeler, four wheelers and commercial vehicle) SB2. organise work and ask for help from team members to manage the peak hours traffic, whenever necessary SB3. proactively handle and resolve customer complaints
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. display polite and courteous behaviour SB5. display proactive behaviour with regards to new schemes/offers in the retail outlet SB6. build a rapport with the customer SB7. understand the latent needs of the customer SB8. maintain a positive and effective relationship with the customer
	Problem Solving
	The user/individual on the job needs to know and understand how to: The user/individual on the job needs to be able to: SB9. apply problem-solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to be able to: SB10 apply balanced judgment to different situations
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB11. assess complexity of task and carry out corrective action as per requirement	

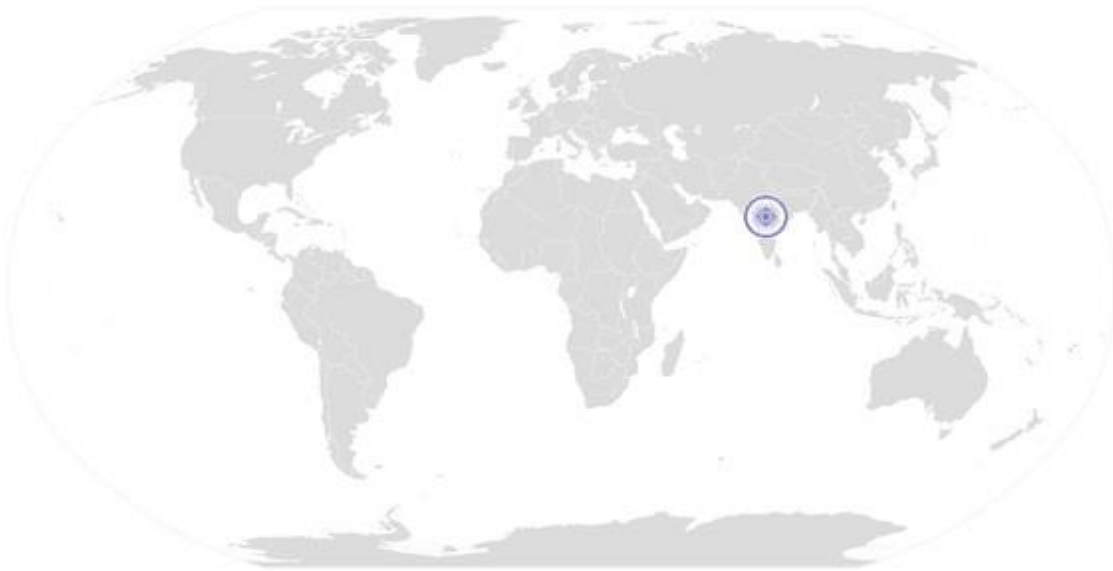
NOS Version Control

NOS Code	HYC / N 3101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	31/03/2017
Industry Sub-sector	Downstream(Oil Refining & Marketing)	Last reviewed on	31/03/2017
Occupation	Retail Outlet Operation	Next review date	31/03/2019



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National Occupational Standard



Overview

This unit is about meeting requirements for maintaining a safe and secure working environment.

Unit Code	HYC/N 3102
Unit Title (Task)	Maintain Safe and Secure Working Environment
Description	This unit is about meeting requirements for maintaining a safe and secure working environment.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Safe and Secure Environment • Safety while Handling CNG (during an emergency)
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Safe and Secure Environment	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. use of different types of fire extinguishers: CO₂ extinguishers for electrical fire and dry extinguishers for other fires PC2. check the availability of dry sand in buckets in retail outlet PC3. comply with organization's current safety, security and environmental policies and procedures PC4. report any identified breaches in safety, security, and environmental policies and procedures to the designated person PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority 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 PC7. follow organization's emergency and fire-fighting procedures PC8. identify and recommend opportunities for improving safety and security to the designated person
Safety while Handling CNG (during an emergency)	To be competent, the user/individual on the job must be able to (during an emergency): <ul style="list-style-type: none"> PC9. stop filling gas from all dispensers PC10. close all the dispensing point PC11. isolate the gas supply and follow the emergency procedures PC12. shut the power supply PC13. Push/ direct all the vehicles out of the station and ensure that no one comes in PC14. inform the concerned authority PC15. change or repair the damaged equipment PC16. start operation only after the control room's approval
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. helpline numbers like numbers of emergency services like ambulance, fire brigade, police, nearest hospital, medical assistance, etc. KA2. when and how to report hazards KA3. organization's emergency and disaster management procedures KA4. importance of maintaining high standards of safety and security

HYC / N 3102

Maintain Safe and Secure Working Environment

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. location of the dispensing units and its switches</p> <p>KB2. different hazards at workplace</p> <p>KB3. safety measures while dealing with different types of fuels (petrol, diesel, CNG, etc.)</p> <p>KB4. different types of breaches in safety and security</p> <p>KB5. different types of fire extinguisher and its uses</p> <p>KB6. implications that any non-compliance with safety and security measure may have on individuals and the organization</p> <p>KB7. the basics of first aid and its application</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read the safety charts and signs</p> <p>SA2. maintain well-written reports with attention to detail</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read instructions, guidelines/procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>SA3. listen to and verbally communicate information with all those who are concerned</p> <p>SA4. follow the SOPs on disaster management and emergency action plan</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use presence of mind wherever necessary and be alert</p> <p>SB2. maintaining a cool and calm composure</p> <p>SB3. make decisions on a suitable course of action or response</p> <p>SB4. understand your role as an attendant in case of an accident or emergency at the retail outlet</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize work to achieve targets and deadlines</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. check that the work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>Problem Solving</p>

HYC / N 3102

Maintain Safe and Secure Working Environment

	The user/individual on the job needs to know and understand how to: SB1. apply problem-solving approaches in different situations and follow SOPs diligently
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB2. apply balanced judgments to different situations



HYC / N 3102

Maintain Safe and Secure Working Environment

NOS Version Control

NOS Code	HYC / N 3102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	31/03/2017
Industry Sub-sector	Downstream(Oil Refining & Marketing)	Last reviewed on	31/03/2017
Occupation	Retail Outlet Operation	Next review date	31/03/2019



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National Occupational Standard



Overview

This unit is about maintaining good health and hygiene

Unit Code	HYC / N 3103
Unit Title (Task)	Maintain Health and Hygiene Habits
Description	This unit is about maintaining good health and hygiene.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> ensure cleanliness around the workplace follow good personal hygiene habits and practices take precautionary health measures
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring Cleanliness around Workplace	<p>To be competent, the user/individual on the job must:</p> <p>PC1. keep the workplace regularly clean and clear of waste or other litter</p> <p>PC2. identify poor organizational practices with respect to hygiene and cleaning</p>
Following Personal Hygiene Practices	<p>To be competent, the user/individual on the job must:</p> <p>PC3. sanitise hands whenever necessary</p> <p>PC4. maintain personal hygiene habits and practices</p> <p>PC5. maintain dental hygiene</p>
Taking Precautionary Health Measures	<p>To be competent, the user/individual on the job must:</p> <p>PC6. report any personal health issues related to injury and infectious diseases</p> <p>PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC8. wash/wipe hands after coughing and sneezing</p> <p>PC9. undergo preventive health check-ups at regular intervals</p> <p>PC10. take prompt treatment from a registered doctor in case of illness</p> <p>PC11. get appropriate precautionary vaccines regularly</p> <p>PC12. have a general sense of hygiene and appreciation for cleanliness</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. healthy work practices</p> <p>KB2. grooming and be well-groomed</p> <p>KB3. personal hygiene and follow it</p> <p>KB4. need to maintain cleanliness at workplace</p> <p>KB6. need to display company id at all times during work hours</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret relevant organizational policies, procedures and diagrams that identify good health and hygiene practices</p>

HYC / N 3103

Maintain Health and Hygiene habits

	SA2. fill up any documentation required to maintain health and hygiene
	Reading Skills
	The user/individual on the job needs to know and understand how to: SB1. Read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to be able to: SA3. receive instructions from doctor and supervisor on medical care SA4. verbally report hygiene hazards and poor organizational practice
B. Professional Skills	Decision Making
	The user/individual on the job will be able to: SB1. make decisions on a suitable course of action or response
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two-wheeler, fours wheelers and commercial vehicle) SB3. organise work and ask for help from team members to manage the peak hour's traffic, whenever necessary
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. SB5. display polite and courteous behaviour SB6. display proactive behaviour with regards to new schemes/offers in the retail outlet SB7. build a rapport with the customer SB8. understand the latent needs of the customer SB9. maintain a positive and effective relationship with the customer
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. apply problem-solving approaches in different situations and follow SOPs diligently
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. apply balanced judgments to different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. assess complexity of task and carry out corrective action as per requirement

NOS Version Control

NOS Code	HYC / N 3103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	02/03/2017
Industry Sub-sector	Downstream(Oil Refining & Marketing)	Last reviewed on	02/03/2017
Occupation	Retail Outlet Operation	Next review date	02/03/2019



National Occupational Standard



Overview

This unit is about engaging customers, fulfilling their needs and achieving customer satisfaction by giving quality service.

Unit Code	HYC/ N 3104
Unit Title (Task)	Maintain Customer-Centric Service Orientation
Description	This unit is about engaging customers, fulfilling their needs and achieving customer satisfaction by giving quality service.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> engage with customers to understand their service quality requirements fulfil customer requirements to achieve customer satisfaction
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with Customers for Assessing Service Quality Requirements	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. greet the customer PC2. understand the customer's needs for service quality requirements PC3. Receive and record regular feedback from the customers on current service, complaints and improvements to be made
Achieving Customer Satisfaction	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC4. treat customers fairly and with due respect PC5. ensure that customer expectations are met PC6. communicate feedback of customers to seniors PC7. always adhere to service and safety guidelines
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies and work place ethics and practices KA2. service quality standards and guidelines
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. acts and regulations governed by the law
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. read and interpret relevant organizational policies, procedures and diagrams that identify good health and hygiene practices SA2. fill up any documentation required to maintain health and hygiene
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. Read instructions, guidelines/procedures
Oral Communication (Listening and Speaking skills)	

HYC/N 3104

Maintain Customer-Centric Service Orientation

	<p>The user/individual on the job needs to be able to:</p> <p>SA4. receive instructions from doctor and supervisor on medical care</p> <p>SA5. verbally report hygiene hazards and poor organizational practice</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job will be able to:</p> <p>SB1. make decisions on a suitable course of action or response</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. assist in planning the fuel filling time to avoid queue at the fuel station (separate queue for two-wheeler, four wheelers and commercial vehicle)</p> <p>SB3. organise work and ask for help from team members to manage the peak hour's traffic, whenever necessary</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. address customer complaints and handle dissatisfied customers</p> <p>SB5. provide information to customers on specific facilities and services available</p> <p>SB6. understand the latent needs of the customer</p> <p>SB7. ensure quality of services offered caters to the needs of customer</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply problem-solving approaches in different situations and follow SOPs diligently</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. apply balanced judgments to different situations</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. assess complexity of task and carry out corrective action as per requirement</p>	

NOS Version Control

NOS Code	HYC / N 3104		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	31/03/2017
Industry Sub-sector	Downstream(Oil Refining & Marketing)	Last reviewed on	31/03/2017
Occupation	Retail Outlet Operation	Next review date	31/03/2019

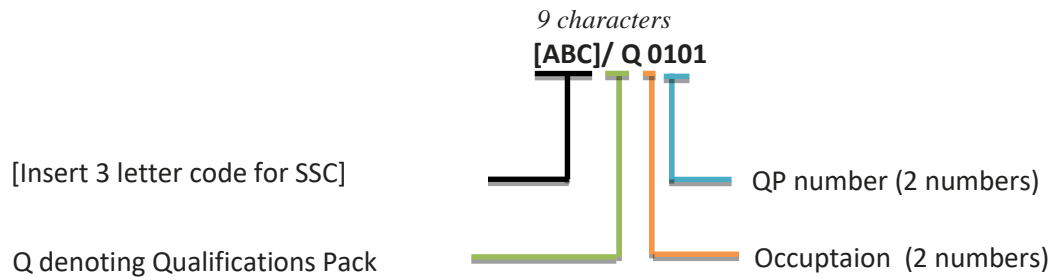


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Annexure

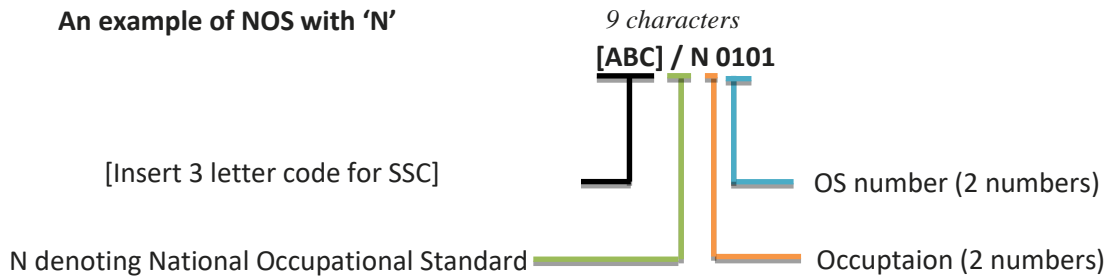
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Retail Outlet Attendant (Oil & Gas)

Qualification Pack HYC/Q 3101

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
OS	Performance Criterion	Total Marks (400)	Out of	Theory	Skill Practical
HYC/N 3101 Conduct Retail Outlet (Fuel Station) Activities	PC1. marshal/guide the customer to the designated island and manage queue	100	4	1	3
	PC2. stay at the designated island and keep the island in clean condition at all times		3	1	2
	PC3. greet the customer		3	1	2
	PC4. ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display		4	1	3
	PC5. ask the customer to switch off the vehicle and his/her mobile for safety		4	1	3
	PC6. inform the customer of any available schemes/offers in the retail outlet		3	1	2
	PC7. ask the customer about the required type of fuel and quantity to be filled		4	2	2
	PC8. prompt for tank full		3	1	2

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
OS	Performance Criterion	Total Marks (400)	Out of	Theory	Skill Practical
	PC9. prompt for branded products		4	2	2
	PC10. confirm the customer's order by repeating the fuel type and quantity		4	2	2
	PC11. pre-set the customer's order quantity in the DU after customer has seen 'Zero' display, before commencing filling		4	2	2
	PC12. ask the customer to vacate the vehicle in case of CNG and two wheelers		4	1	3
	PC13. keep the hose at a safe distance from the vehicle		5	2	3
	PC14. avoid dragging the hose to make it reach the vehicle for fuelling		5	2	3
	PC15. ensure that the nozzles, vapour guards/caps are in normal position		5	2	3
	PC16. ensure nozzle cuff guard fits properly over the vehicle tank opening		5	2	3
	PC17. hold the nozzle till fuelling is completed		5	2	3
	PC18. in case of CNG place rubber mat on the battery terminal while filling		4	2	2
	PC19. ensure no one is speaking on the mobile phone around the car while fuelling		3	1	2
	PC20. show final metre reading and sales amount to the customer		3	1	2
	PC21. promptly wipe any spillage on the vehicle body		3	1	2
	PC22. provide automated/manual) bill to the customer, as requested		4	2	2
	PC23. provide hard pad for signing the merchant copy in case of card payment		2	0	2
	PC24. prompt the customer for checking the air in their vehicle's tyres		3	1	2
	PC25. enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle		3	1	2
	PC26. obtain feedback from the customer for improvement in service		3	1	2
	PC27. thank the customer and request them to visit again		3	1	2
			Total	100	37

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3102 Maintain Safe and Secure Working Environment	PC1. use of different types of fire extinguishers: CO ₂ extinguishers for electrical fire and dry extinguishers for other fires	100	10	4	6
	PC2. check the availability of dry sand in buckets in retail outlet		5	2	3
	PC3. comply with organization's current safety, security and environmental policies and procedures		10	5	5
	PC4. report any identified breaches in safety, security, and environmental policies and procedures to the designated person		5	2	3
	PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority		10	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		5	2	3
	PC7. follow organization's emergency and fire-fighting procedures		10	4	6
	PC8. identify and recommend opportunities for improving safety and security to the designated person		5	2	3
	PC9. stop filling gas from all dispensers during an emergency		5	2	3
	PC10. close all the dispensing point		5	2	3
	PC11. isolate the gas supply and follow the emergency procedures		5	2	3
	PC12. shut the power supply		5	2	3
	PC13. Push/direct all the vehicles out of the station and ensure that no one comes in		5	2	3
	PC14. inform the concerned authority		5	2	3
	PC15. change or repair the damaged equipment		5	2	3
	PC16. start operation only after the control room's approval		5	2	3
	Total	100	42	58	

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3103 Maintain Health and Hygiene Habits	PC1. keep the workplace regularly clean and clear of waste or other litter	100	20	10	10
	PC2. identify poor organizational practices with respect to hygiene and cleaning		20	10	10
	PC3. sanitise hands whenever necessary		5	2	3
	PC4. maintain personal hygiene habits and practices		10	4	6
	PC5. maintain dental hygiene		5	2	3
	PC6. report any personal health issues related to injury and infectious diseases		10	5	5
	PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing		5	2	3
	PC8. wash/wipe hands after coughing and sneezing		5	2	3
	PC9. undergo preventive health check-ups at regular intervals		5	2	3
	PC10. take prompt treatment from a registered doctor in case of illness		5	2	3
	PC11. get appropriate precautionary vaccines regularly		5	2	3
	PC12. have a general sense of hygiene and appreciation for cleanliness		5	2	3
		Total	100	45	55

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3104 Maintain Customer- Centric Service Orientation	PC1. greet the customer	100	10	4	6
	PC2. understand the customer's needs for service quality requirements		20	10	10
	PC3. receive a regular feedback from the customers on current service, complaints and improvements to be made		10	5	5
	PC4. treat customers fairly and with due		10	4	6

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	respect				
	PC5. ensure that customer expectations are met		20	10	10
	PC6. communicate feedback of customers to seniors		10	4	6
	PC7. always adhere to service and safety guidelines		20	10	10
		Total	100	47	53