

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HYDROCARBON SECTOR

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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Qualifications Pack - LPG Delivery Personnel

SECTOR/S: HYDROCARBON

SUB-SECTOR: Downstream

OCCUPATION: LPG Distribution

REFERENCE ID: HYC/Q3201

ALIGNED TO: NCO-2015/NIL

Brief Job Description: Individuals at this job need to collect LPG cylinders from the godown and deliver and install them in the consumers' kitchen, while following standard safety procedures. The individual must also complete the financial transaction for the service rendered.

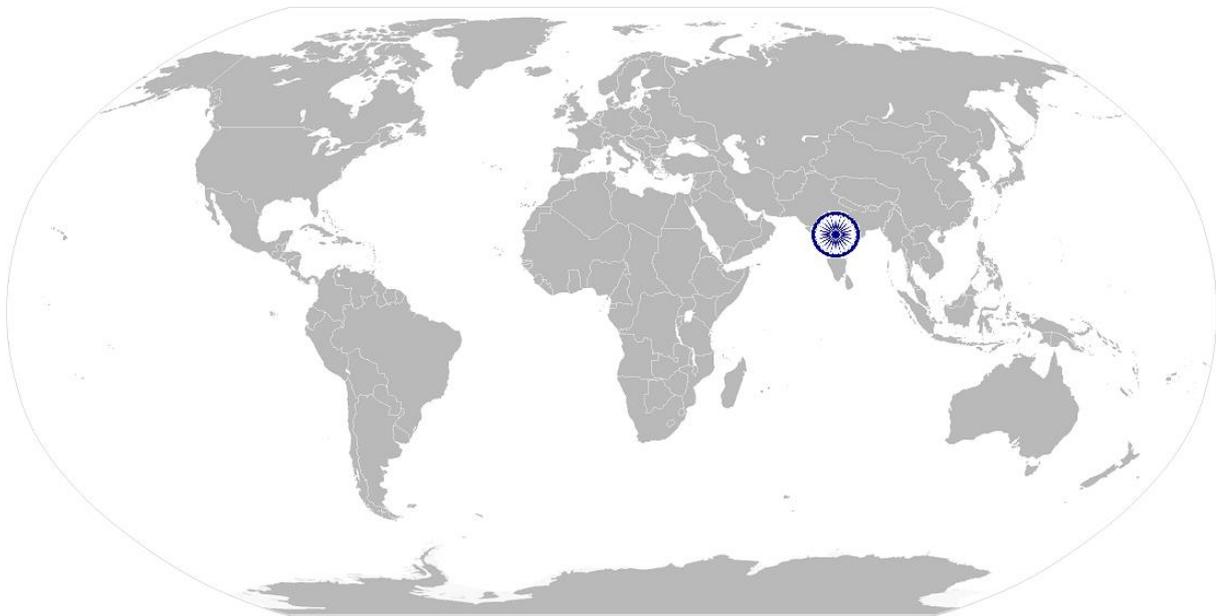
Personal Attributes: This job requires the individual to go from house to house to deliver LPG cylinders. Individual must keep the consumers informed about the safety precautions as and when necessary. The personnel must be physically fit to carry the filled cylinder on his shoulder or by hand from the vehicle to the consumer's home. The personnel must demonstrate consumer centricity and foresee potential obstacles that may occur. The personnel must be observant and detail oriented, and should display presence of mind at all times. Individual must demonstrate good conduct and be able to communicate effectively.

Qualifications Pack Code	HYC/Q 3201		
Job Role	LPG Delivery Personnel		
Credits(NSQF)	TBD	Version number	1.0
Sector	Hydrocarbon	Drafted on	31/03/17
Sub-sector	Downstream	Last reviewed on	31/03/17
Occupation	LPG Distribution	Next review date	31/03/19
NSQC Clearance on*	22/06/2017		

Job Role	LPG Delivery Personnel
Role Description	Collecting sound and full weight LPG cylinders from the godown, delivering and installing the cylinder at consumer's premises in safe and good condition and completing the financial transaction for the service rendered
NSQF Level	4
Minimum Educational Qualifications* Maximum Educational Qualifications*	Class X, Preferably NA
Prerequisite License or Training	NA
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HYC/N 3201 Deliver LPG Cylinders to Consumers HYC/N 3202 Assist in Upkeep and Maintenance of LPG Cylinders Storage Area HYC/N 3102 Maintain Safe and Secure Working Environment HYC/N 3103 Maintain Health and Hygiene Habits
Performance Criteria	As described in the relevant OS units

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-delivery, delivery and post-delivery activities.

Unit Code	HYC/N 3201
Unit Title (Task)	Deliver LPG Cylinders to Consumers
Description	This unit is about performing pre-delivery, delivery and post-delivery activities.
Scope	<p>This unit/task covers the following:</p> <p>Pre-delivery :</p> <ul style="list-style-type: none"> visit the godown and collect sound and full weight cylinders as per the day's distribution plan <p>Delivery:</p> <ul style="list-style-type: none"> deliver the cylinder to the right address install the cylinder at the consumer's kitchen in a safe and sound condition provide the cash memo to the consumer, collect payment and complete financial transaction <p>Post-delivery:</p> <ul style="list-style-type: none"> inform the consumer about the available schemes inform the consumer on the safe and economical usage of LPG follow safety norms while transporting, delivering and installing the LPG cylinders maintain consumer centric service orientation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre-Delivery	<p>To be competent, the user/individual on the job must:</p> <p>PC1. visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery</p> <p>PC2. collect sound cylinders from the godown after carrying out pre-delivery checks (weight, body leak, bung leak, seal, etc.)</p> <p>PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables</p> <p>PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/showroom and carry them along for delivery</p> <p>PC5. ensure all the requisite details are printed on the cash memo</p> <p>PC6. carry a portable weighing machine to check the weight of the cylinder</p> <p>PC7. keep the delivery vehicle ready</p> <p>PC8. check the consumer's address and delivery time instructions</p> <p>PC9. always carry the filled cylinder in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly</p> <p>PC10. in case the house is found locked, stick the tear-off slip with 'house-lock' intimation on the consumer's main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns</p>
Delivery	<p>To be competent, the user/individual on the job must:</p> <p>PC11. greet the consumer</p> <p>PC12. weigh the cylinder in the presence of the consumer to verify weight as per standards</p> <p>PC13. avoid making noise while carrying and moving the cylinder in the house</p> <p>PC14. roll the cylinder on foot ring to the kitchen</p> <p>PC15. ensure there are no other inflammable items in the kitchen and no</p>

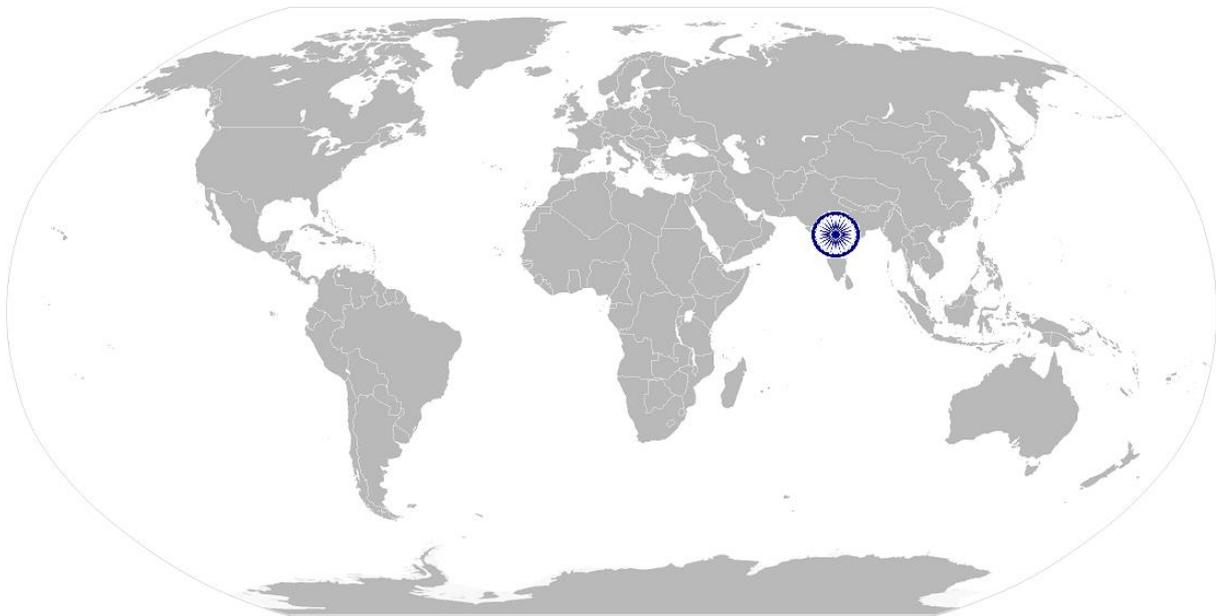
	<p>open flames during delivery and checking of new refill</p> <p>PC16. switch off the knob of the gas stove and also the regulator</p> <p>PC17. conduct a Pre-Delivery Check (PDC)</p> <p>PC18. replace the empty cylinder with a new refill</p> <p>PC19. in case of new connection follow the SOP for new connection installation</p> <p>PC20. check the pressure regulator and rubber hose while replacing the cylinder</p> <p>PC21. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly</p> <p>PC22. check for any leakage in the cylinder (from the joint and valve)</p> <p>PC23. switch on the regulator</p> <p>PC24. light a matchstick</p> <p>PC25. switch on the gas stove to make sure that flame is ignited</p> <p>PC26. in case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the godown</p> <p>PC27. check in case of faulty O-ring, replace it</p> <p>PC28. in case of new connection, demonstrate the use with a live demo</p> <p>PC29. explain the safety instructions for using the LPG cylinder to the consumer</p> <p>PC30. provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment</p> <p>PC31. obtain the consumer's signature on the counter slip and retain the copy</p> <p>PC32. update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App</p> <p>PC33. politely communicate to the consumer against unsafe practices</p>
<p>Post-Delivery</p>	<p>To be competent, the user/individual on the job must:</p> <p>PC34. inform the consumer about available schemes/ARB products, important/emergency numbers</p> <p>PC35. ask the consumer for feedback, record the same and convey the same to the showroom staff</p> <p>PC36. if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG</p> <p>PC37. thank the consumer before leaving</p> <p>PC38. return the cash memo counter slip copy to showroom</p> <p>PC39. inform the distributor about any unsafe practices observed at the consumer's premises (e.g. using LPG stove on the floor, using the green rubber hose, using 'T' joint for connecting two burners, etc.)</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:</p> <p>KA1. company policies on timing/shift hours of LPG plants and reporting structure of LPG distributorship</p> <p>KA2. problem escalation procedure in case of complaints and consumer not adhering to safety norms despite specific advice</p> <p>KA3. basic knowledge about the OMC and products sold by the OMC</p> <p>KA4. role of the LPG delivery personnel and their significance in enhancing the brand image of the organization</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. LPG gas cylinders and its uses</p> <p>KB2. characteristics of LPG</p> <p>KB3. system of filling LPG cylinders and how LPG cylinders are checked to ensure there is no defects</p> <p>KB4. tools, equipment and other requirements to be carried while on delivery</p> <p>KB5. method to fit the cylinder in the consumer's kitchen</p> <p>KB6. dos and don'ts during LPG cylinder delivery and installation</p> <p>KB7. LPG cylinder post-delivery activities</p> <p>KB8. billing process and various modes of payment (cash/card/other digital modes)</p> <p>KB9. sales accounting and handing cash and sales to the supervisor</p> <p>KB10. usage of various applications on different electronic devices for updating transactions (e.g. Ezy Gas App)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/Generic Skills</p>	<p>Basic Reading and Writing Skills</p> <p>The user/individual on the job needs to be able to:</p> <p>SA1. read the cash memo</p> <p>SA2. update the serial number, date of delivery in the consumer's book</p> <p>SA3. use mobile phone/POS machines for updating Ezy Gas</p> <p>SA4. accept digital payment modes</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/individual on the job needs to be able to:</p> <p>SA5. inform the consumer about safety tips, latest schemes, emergency number, complaint number, booking number printed on the cash memo, etc.</p> <p>SA6. ask for feedback from the consumer</p> <p>SA7. apologise (whenever necessary) and thank the consumer</p>
<p>B. Professional Skills</p>	<p>Plan and Organise</p> <p>The user/individual on the job will be able to:</p> <p>SB1. plan and prioritise the deliveries as per addresses and delivery timings specified</p> <p>Consumer Centricity</p> <p>The user/individual on the job will be able to:</p> <p>SB2. display polite and courteous behaviour</p> <p>SB3. display proactive behaviour with regards to new schemes and offers</p> <p>SB4. build a rapport with the consumer</p> <p>SB5. maintain a positive and effective relationship with the consumer</p> <p>SB6. explain the safe use of LPG cylinders and tips to save fuel to the consumers</p> <p>Problem-Solving Skills</p> <p>The user/individual on the job needs to be able to:</p> <p>SB7. apply problem-solving approaches in different situations</p> <p>Analytical Thinking</p> <p>The user/individual on the job needs to be able to:</p> <p>SB8. apply balanced judgment to different situations</p>

HYC/N 3201

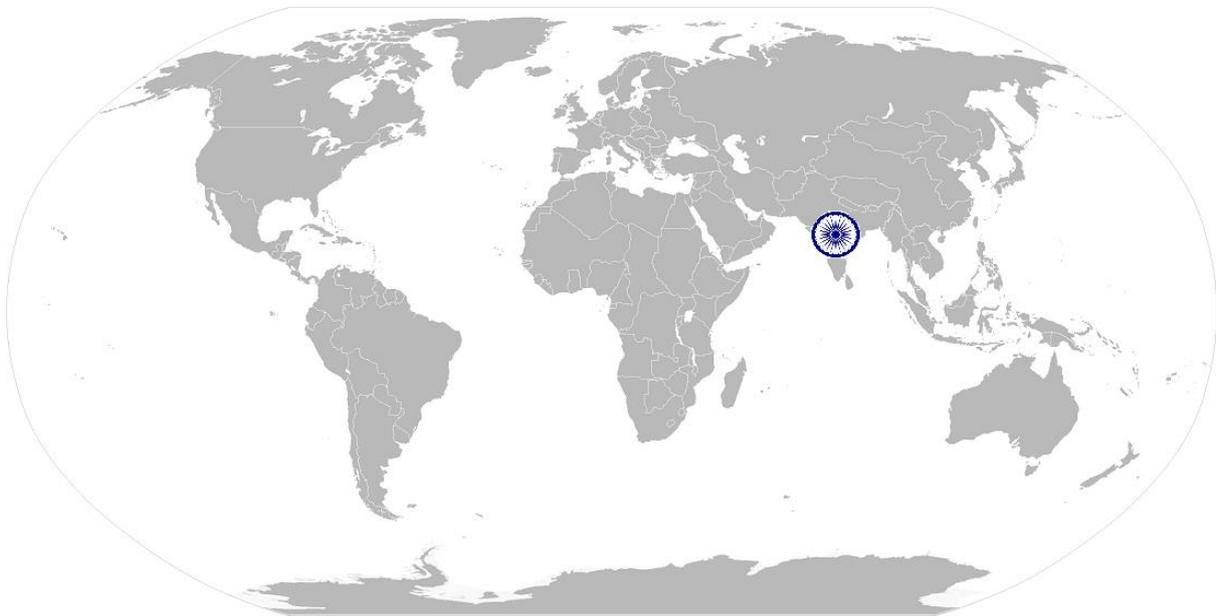
Deliver LPG Cylinder to Consumers

	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. assess complexity of task and carry out corrective action as per requirement</p>
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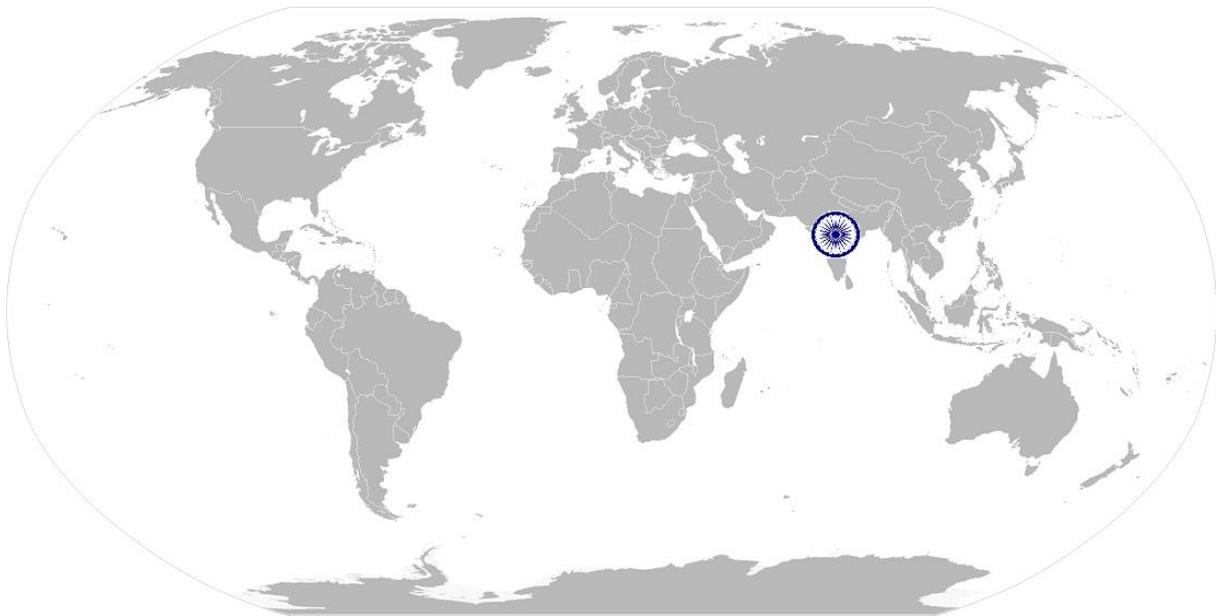


NOS Version Control

NOS Code	HYC / N 3201		
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	LPG Distribution	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about obtaining the delivery requisites and assisting the godown keeper in upkeep and maintenance of LPG storage area.

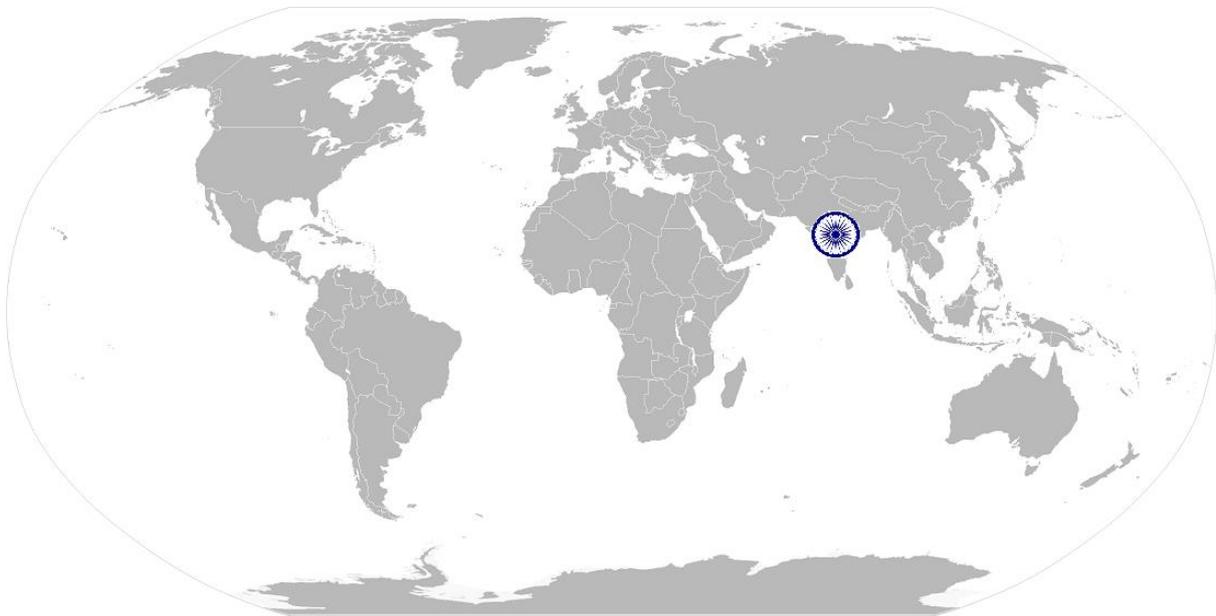
Unit Code	HYC/N 3202
Unit Title (Task)	Assist in Upkeep and Maintenance of LPG Cylinders Storage Area
Description	This unit is about obtaining the delivery requisites and assisting the godown keeper in upkeep and maintenance of LPG storage area.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> collect the delivery requisites as per the schedule assist in upkeep and maintenance of LPG storage area
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Collect Delivery Requisites as per the Schedule	To be competent, the user/individual on the job must: <p>PC1. check the delivery requirements as per the schedule with the showroom staff</p> <p>PC2. check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule</p> <p>PC3. inspect and identify the cylinders fit for delivery</p> <p>PC4. mark the defective cylinders during inspection and move it to the designated area</p> <p>PC5. perform quick inspection of the vehicle to be taken for the day's trip and ensure it is in suitable working condition</p> <p>PC6. load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines</p> <p>PC7. ensure that MRP/price tags are available on all commercial cylinders</p> <p>PC8. collect all the necessary documents, devices, tool kit, etc. For delivery on every trip</p>
Assist in Upkeep and Maintenance of Storage Area	To be competent, the user/individual on the job must: <p>PC9. stay alert and observant to notice potential hazards in and around the storage area</p> <p>PC10. alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area</p> <p>PC11. always adhere to the safety guidelines</p>
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: <p>KA1. company's policies and workplace ethics and practices for safe storage and handling of LPG cylinders</p> <p>KA2. the standards and requirements (legal and statutory) for a LPG cylinder storage point</p> <p>KA3. acts and regulations governed by the law</p> <p>KA4. role of the delivery personnel in upkeep and maintenance of the godown</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. dos and don'ts of LPG cylinder storage and handling</p> <p>KB2. how the godown stock register is maintained</p> <p>KB3. how LPG cylinders are stored in the godown (separate area marked for filled, empty and defective cylinders) and handled during</p>

	transportation/loading/unloading
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: 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: SA3. read and interpret relevant organisational policies and procedures that identify the various processes in retail automation SA4. read the safety charts and signs
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to be able to: SA5. receive instructions from doctor and supervisor on medical care SA6. 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. proactively handle and resolve customer complaints
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. display polite and courteous behaviour SB4. display proactive behaviour with regards to new schemes/offers SB5. build a rapport with the customer SB6. understand the latent needs of the customer SB7. maintain a positive and effective relationship with the customer
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. 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: SB9. apply balanced judgments to different situations	

HYC/N 3202

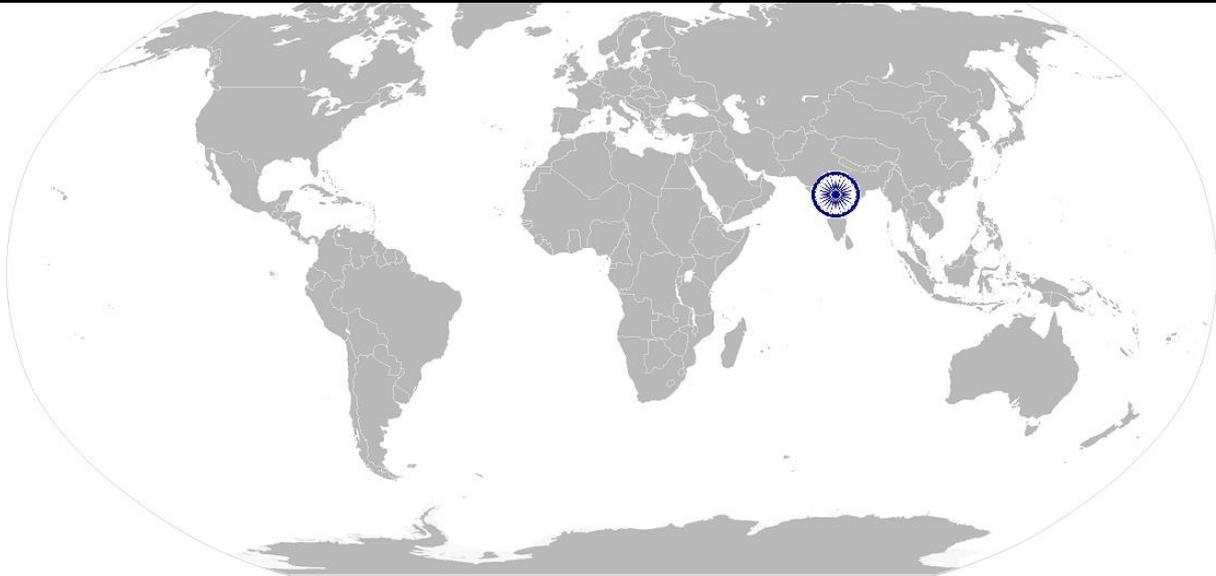
Assist in Upkeep and maintenance of LPG cylinders storage area

	Critical Thinking
	<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> <p>SB11. identify and assess how violation of any safety norms may lead to accidents</p>

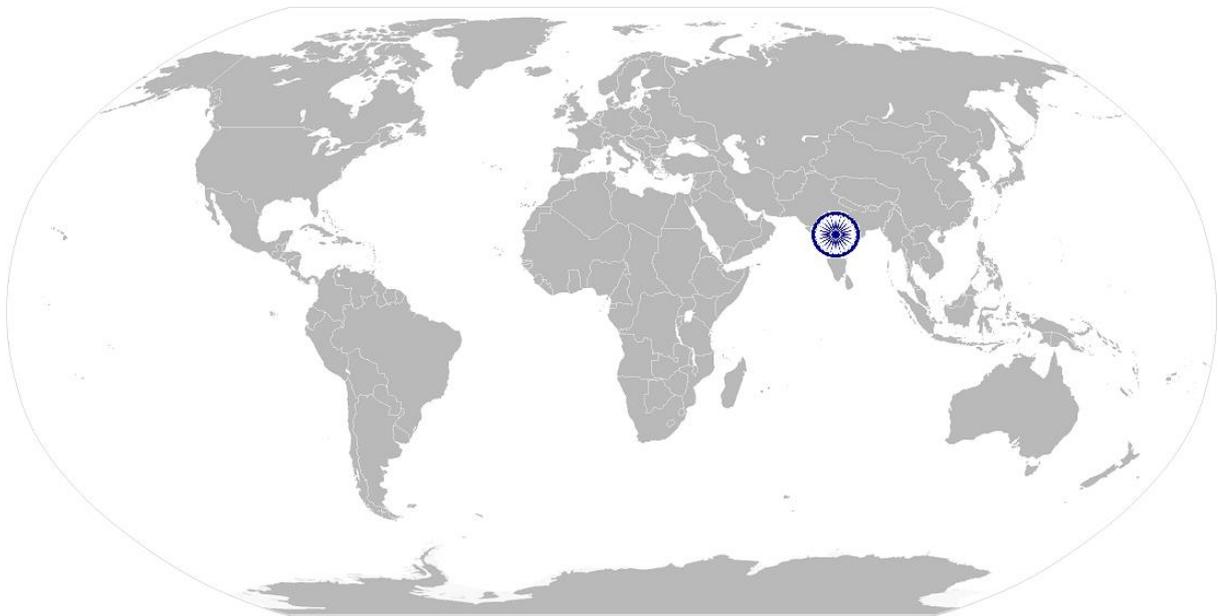


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NOS Code	HYC / N 3202		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	31/03/2017
Industry Sub-sector	Downstream (Oil Refining & Marketing)	Last reviewed on	31/03/2017
Occupation	LPG Distribution	Next review date	31/03/2019



National Occupational Standard



Overview

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

Unit Code	HYC/N 3102
Unit Title (Task)	Maintain Safe & Secure Working Environment
Description	This unit is about maintaining a safe and secure working environment.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> precautionary measures to avoid hazards while dealing with LPG cylinders and follow safety standards and procedure
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
precautionary measures to avoid hazards and follow safety standards and procedure	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. collect the LPG cylinders from the godown or storage points after performing pre-delivery checks PC2. follow safety norms while transporting the cylinders to the consumer PC3. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority PC4. comply with organization's current safety, security and environmental policies and procedures PC5. report any identified breaches in safety, security and environmental policies and procedures to the designated person (distributor/sales officer) PC7. 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 PC8. identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person)
Knowledge and Understanding (K)	
B. 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 such as emergency services like ambulance, fire brigade, police, nearest hospital, medical assistance, etc. KA2. when and how to report hazards KA3. importance of maintaining high standards of safety and security
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. different hazards that occur while dealing with LPG KB2. safety measures while dealing with LPG KB3. safe practices while handling/replacing the cylinder KB4. different types of breaches in safety and security that may occur KB5. DCP type fire extinguishers and its uses KB6. implications that any non-compliance with safety and security may have on individuals and the organization KB7. laws and rules related to LPG cylinders (Essential Commodities Act, gas control order, gas cylinder rules, etc.)
Skills (S)	
A. Core Skills/Generic	Basic Reading and Writing Skills

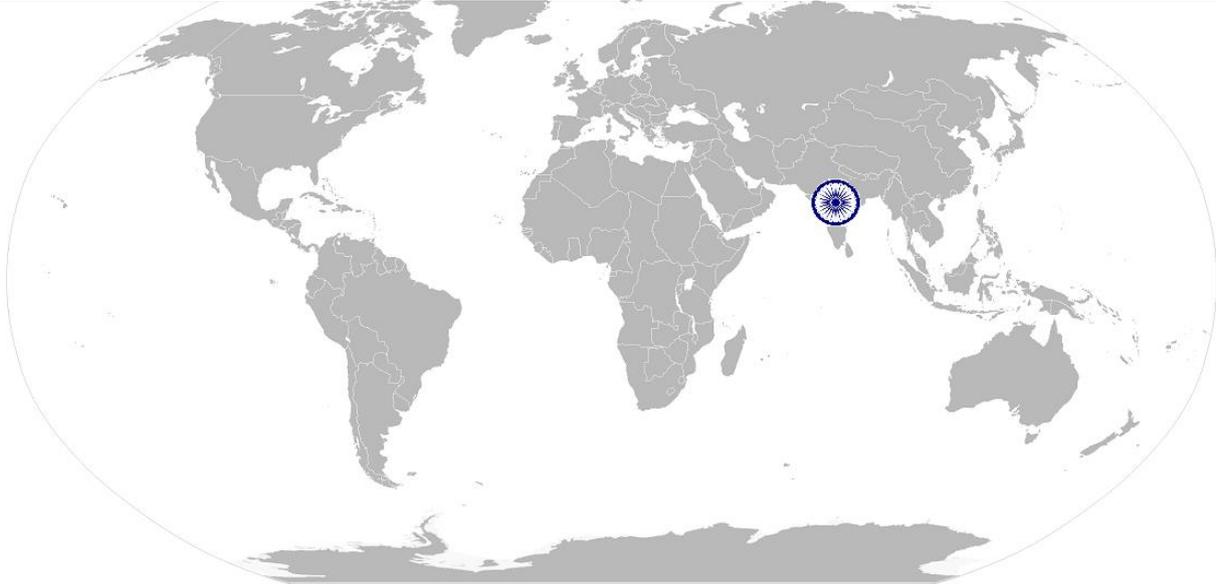
HYC/N 3102

Maintain Safe & Secure Working Environment

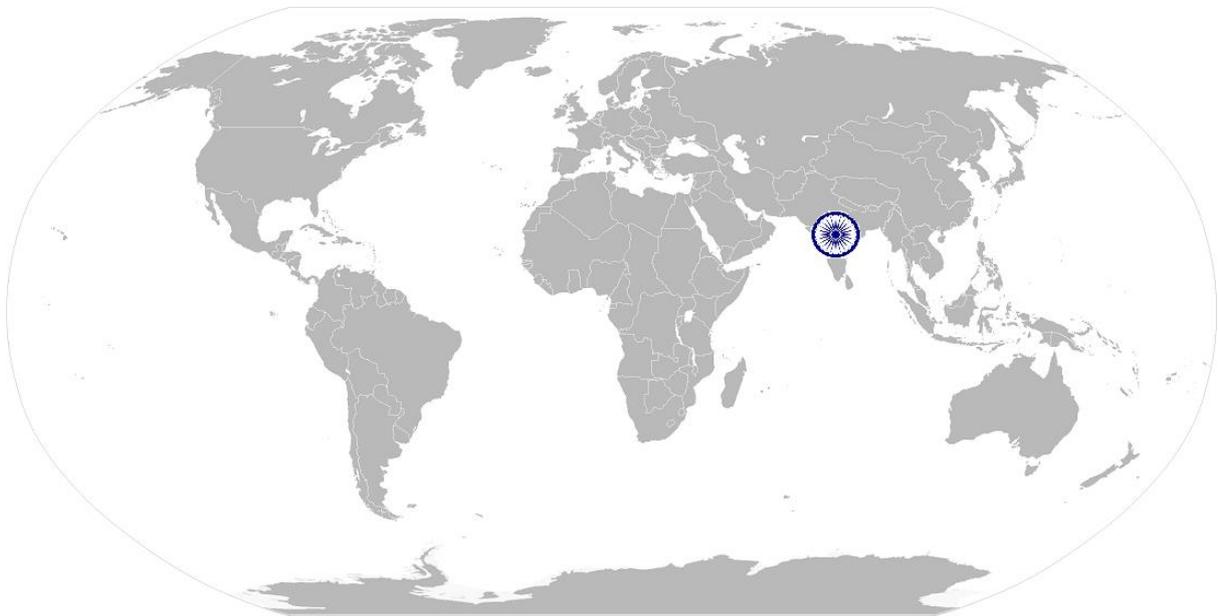
Skills	The user/ individual on the job needs to be able to: SA1. read the safety charts and signs to use LPG SA2. complete well-written report with attention to detail
	Oral Communication (Listening and Speaking Skills) The user/individual on the job needs to be able to: SA3. verbally communicate information with all concerned SA4. educate the consumers on safe use of LPG and tips to save fuel
B. Professional Skills	Decision Making The user/individual on the job needs to know and understand how to: SB1. use presence of mind wherever necessary and be alert SB2. maintaining a cool and calm composure SB3. make decisions on a suitable course of action or response SB4. understand your role as an attendant in case of an accident or emergency at the retail outlet
	Plan and Organize The user/individual on the job needs to know and understand how to: SB5. plan and organize work to achieve targets and deadlines
	Customer Centricity The user/individual on the job needs to know and understand how to: SB6. check that the work meets customer requirements SB7. deliver consistent and reliable service to customers
	Problem Solving The user/individual on the job needs to know and understand how to: SB8. 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: SB9. apply balanced judgments to different situations
	Critical Thinking The user/individual on the job needs to know and understand how to: SB10. assess complexity of task and carry out corrective action as per requirement SB11. identify and assess how violation of any safety norms may lead to accidents

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	LPG Distribution	Next review date	31/03/2019



National Occupational Standard



Overview

This unit is about maintaining good health and hygiene habits.

Unit Code	HYC/N 3103
Unit Title (Task)	Maintain Health and Hygiene Habits
Description	This unit is about maintaining good health and hygiene.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> following personal hygiene practices taking precautionary health measures
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Following Personal Hygiene Practices	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. sanitise hands whenever necessary PC2. maintain dental hygiene PC3. ensure cleanliness and maintain a well-groomed look
Taking Precautionary Health Measures	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC4. report on personal health issues related to injury and infectious diseases PC5. use a tissue, cover the mouth and turn away from people and food items while sneezing or coughing PC6. wash/wipe hands after coughing and sneezing PC7. undergo preventive health check-ups at regular intervals PC8. take prompt treatment from the doctor in case of illness and injuries PC9. get appropriate precautionary vaccines regularly PC10. have a general sense of hygiene and appreciation for cleanliness
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 on health and hygiene at workplace
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. healthy work practices KB2. grooming and how to be well-groomed KB3. personal hygiene and follow it KB4. cleanliness at workplace and how to maintain it KB5. need for displaying company id at all times during work hours
Skills (S)	
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

HYC/N 3103

Maintain Health and Hygiene Habits

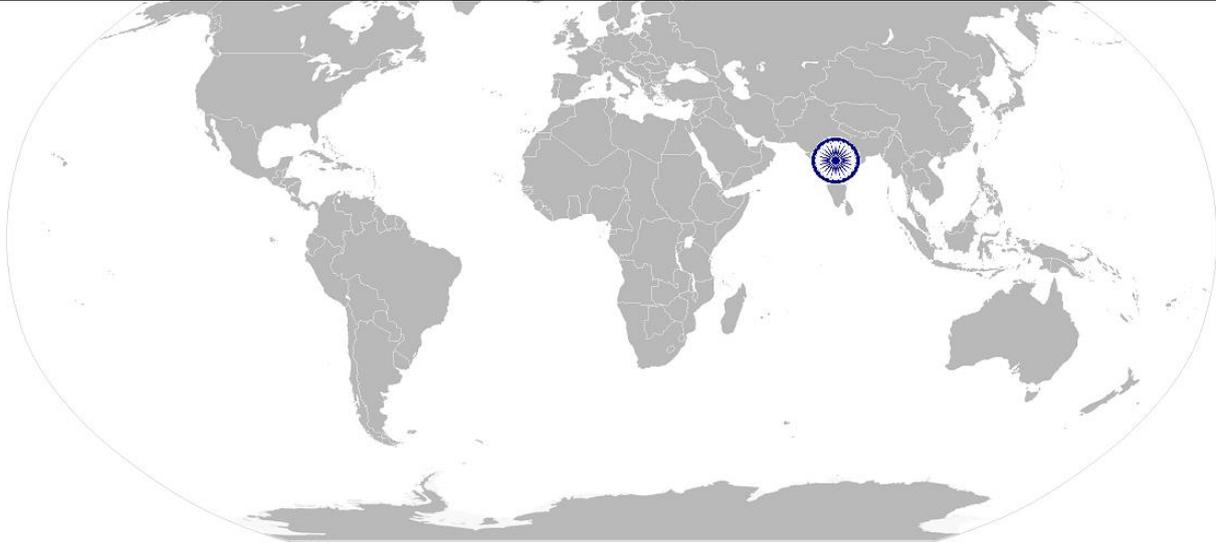
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and interpret relevant organisational policies and procedures that identify the various processes in retail automation</p> <p>SA4. read the safety charts and signs</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to be able to:</p> <p>SA5. receive instructions from doctor and supervisor on medical care</p> <p>SA6. verbally report hygiene hazards and poor organizational practice</p>
B. Professional Skills	<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. proactively handle and resolve customer complaints</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. display polite and courteous behaviour</p> <p>SB4. display proactive behaviour with regards to new schemes/offers</p> <p>SB5. build a rapport with the customer</p> <p>SB6. understand the latent needs of the customer</p> <p>SB7. maintain a positive and effective relationship with the 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>

HYC/N 3103

Maintain Health and Hygiene Habits

NOS Version Control

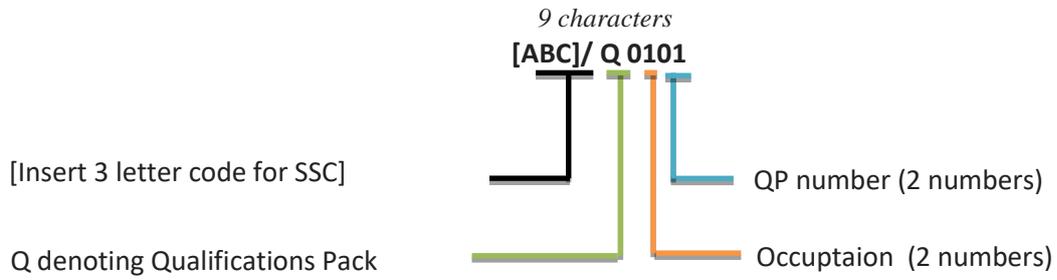
NOS Code	HYC / N 3103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Hydrocarbon	Drafted on	31/03/2017
Industry Sub-sector	Downstream (Oil Refining & Marketing)	Last reviewed on	31/03/2017
Occupation	Retail Outlet Operation	Next review date	31/03/2019



Annexure

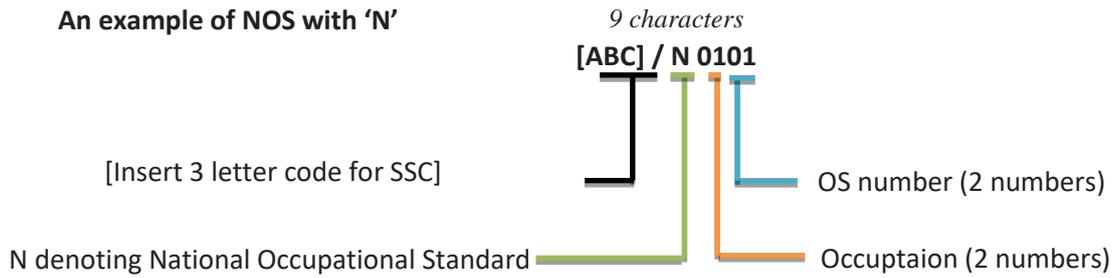
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role LPG Delivery Personnel

Qualification Pack HYC/Q 3201

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: [225]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3201 Deliver LPG Cylinders to Consumers	PC1. Visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery	225	2	2	
	PC2. collect sound cylinders from the godown after carrying out pre delivery checks (weight, body leak, bung leak, seal, etc.)		10	5	5
	PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables		2		2
	PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/ showroom and carry them along for delivery		2		2
	PC5. ensure all the requisite details are printed on the cash memo		2		2
	PC6. carry a portable weighing machine to check the weight of the cylinder		5	2	3
	PC7. keep the delivery vehicle ready		- 3		3
	PC8. check the consumer's address and		2	2	

Compulsory NOS				Marks Allocation	
Total Marks: [225]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	delivery time instructions				
	PC9. always carry the filled cylinder in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly		5	2	3
	PC10. in case the house is found locked, stick the tear-off slip with 'house-lock' intimation on the consumer's main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns		7	3	4
	PC11. greet the consumer		5	2	3
	PC12. weigh the cylinder in the presence of the consumer to verify weight as per standards		5	2	3
	PC13. avoid making noise while carrying and moving the cylinder in the house		5	2	3
	PC14. roll the cylinder on foot ring to the kitchen		5	2	3
	PC15. ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill		7	3	4
	PC16. switch off the knob of the gas stove and also the regulator		7	3	4
	PC17. conduct a Pre-Delivery Check (PDC) as mentioned in PCs 18-28		-	-	-
	PC18. replace the empty cylinder with a new refill		5	2	3
	PC19. in case of new connection follow the SOP for new connection installation		10	5	5
	PC20. check the pressure regulator and rubber hose while replacing the cylinder		7	3	4
	PC21. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly		10	5	5
	PC22. check for any leakage in the cylinder (from the joint and valve)		10	5	5
	PC23. switch on the regulator		5	2	3
	PC24. light a matchstick		5	2	3
	PC25. switch on the gas stove to make sure that flame is ignited		5	2	3
	PC26. in case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the godown		7	3	4
	PC27. in case of faulty O-ring, replace it		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: [225]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC28. in case of new connection, demonstrate the use with a live demo		10	5	5
	PC29. explain the safety instructions for using the LPG cylinder to the consumer		10	5	5
	PC30. provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment		7	3	4
	PC31. obtain the consumer's signature on the counter slip and retain the copy		5	2	3
	PC32. update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App		5	2	3
	PC33. politely communicate to the consumer against unsafe practices		10	5	5
	PC34. inform the consumer about available schemes/ARB products, important/emergency numbers		5	2	3
	PC35. ask the consumer for feedback and convey the same to the showroom staff		5	2	3
	PC36. if the consumer has a single cylinder, suggest them to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG		5	2	3
	PC37. thank the consumer before leaving		5	2	3
	PC38. return the cash memo counter slip copy to showroom		5	2	3
	PC39. inform the distributor about any unsafe practices observed at the consumer's premises (e.g. using LPG stove on the floor, using the green rubber hose, using 'T' joint for connecting two burners, etc.)		10	5	5
		Total	225	98	127

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3202 Assist in Upkeep and Maintenance of LPG Cylinder Storage Area	PC1. check the requirements as per schedule with the godown keeper	75	5	2	3
	PC2. check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. and update the schedule		5	2	3
	PC4. inspect and identify the cylinders fit for delivery		10	4	6
	PC5. mark the defective cylinders during inspection and move it to the designated area		5	2	3
	PC7. perform quick inspection of the vehicle to be taken for the day's trip and ensure it is in suitable working condition		5	2	3
	PC9. load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines		10	5	5
	PC10. ensure that MRP/price tags are available on all commercial cylinders		5	2	3
	PC11. collect all the necessary documents, devices, tool kit, etc. for delivery on every trip		10	5	5
	PC12. be alert and observant to notice potential hazards in and around the storage area		5	2	3
	PC14. alert the godown keeper/ appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area		5	2	3
	PC15. always adhere to the safety guidelines		10	5	5
			75	33	42

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3102 Maintain Safe and Secure Working Environment	PC1. collect the LPG cylinders from the godown or storage points after performing pre-delivery checks	75	10	5	5
	PC2. follow safety norms while transporting the cylinders to the consumer		10	5	5
	PC3. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority		10	5	5
	PC4. comply with organization's current safety, security and environmental policies and procedures		10	5	5
	PC5. report any identified breaches in safety, security and environmental policies and procedures to the designated person (distributor/sales officer)		15	7	8
	PC6. report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected		10	5	5
	PC7. identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person)		10	5	5
		Total	75	37	38

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3103 Maintain Health and Hygiene Habits	PC1. sanitise hands whenever necessary	75	5	2	3
	PC2. maintain dental hygiene		5	2	3
	PC3. ensure cleanliness and maintain a well-groomed look		15	7	8
	PC4. report on personal health issues related to injury and infectious diseases		10	5	5
	PC5. use a tissue, cover the mouth and turn away from people and food items while sneezing or		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	coughing				
	PC6. wash/wipe hands after coughing and sneezing		5	2	3
	PC7. undergo preventive health check-ups at regular intervals		10	5	5
	PC8. take prompt treatment from the doctor in case of illness and injuries		10	5	5
	PC9. get appropriate precautionary vaccines regularly		5	2	3
	PC10. have a general sense of hygiene and appreciation for cleanliness		5	2	3
		Total	75	34	41