

Qualification Pack



Tank Lorry Driver-Petroleum Products

QP Code: HYC/Q3301

Version: 3.0

NSQF Level: 4

Hydrocarbon Sector Skill Council || OIDB Bhawan, Tower C, 2nd Floor, Plot No. 2, Vikas Marg, Sector - 73

Noida (U.P) -201301 || email:admin@hsscindia.in

Qualification Pack

Contents

HYC/Q3301: Tank Lorry Driver-Petroleum Products	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
HYC/N3301: Coordinating with supply points and delivery points	5
HYC/N3302: Road worthiness of vehicle	14
HYC/N3303: Safety practices while driving	20
HYC/N3304: Work effectively in a team	28
HYC/N3305: Health safety and security procedures	32
DGT/VSQ/N0102: Employability Skills (60 Hours)	39
Assessment Guidelines and Weightage	46
<i>Assessment Guidelines</i>	46
<i>Assessment Weightage</i>	47
Acronyms	48
Glossary	49

Qualification Pack

HYC/Q3301: Tank Lorry Driver-Petroleum Products

Brief Job Description

The individual at this Job needs to deliver gasoline, fuel oil, liquefied petroleum gas, lubricant oil, etc. to the delivery point, fuel station etc. The main work of the person includes positioning of the tank lorry to the filling rack, opening valves, starting pumps, connecting the respective hoses to the tank, recording the amount delivered, maintaining the check list, and driving the truck to the respective outlet.

Personal Attributes

The individual should have a good sense of responsibility, must be alert at all times, ability to work Independently, Stress Management Skills and should be free from any bad habits while mobile.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HYC/N3301: Coordinating with supply points and delivery points](#)
2. [HYC/N3302: Road worthiness of vehicle](#)
3. [HYC/N3303: Safety practices while driving](#)
4. [HYC/N3304: Work effectively in a team](#)
5. [HYC/N3305: Health safety and security procedures](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil and Gas), Transportation (Oil and Gas)
Country	India
NSQF Level	4
Credits	15

Qualification Pack

Aligned to NCO/ISCO/ISIC Code	NCO-2015/8332.9900
Minimum Educational Qualification & Experience	10th grade pass (with valid driving License and 2-years relevant experience) OR 8th grade pass (plus 2-years of NTC plus 1-year NAC with valid driving license) OR 10th grade pass (plus 1-year NTC with valid driving license)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Valid driving license
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	3.0
Reference code on NQR	2022/HYC/HSSCI/06780
NQR Version	3.0

Remarks:

NA

Qualification Pack

HYC/N3301: Coordinating with supply points and delivery points

Description

This OS unit is about the driver coordination with supply point and deliver point for obtaining duty schedule and reporting back at the end of the schedule. This OS also ensures loading and unloading as per procedures and reporting problem, if any.

Scope

The scope covers the following :

- Compliance to duty reporting time norms
- Transportation of petroleum products
- Escalation of problems to supervisor inside supply point to oil company and outside will be to OMC

Elements and Performance Criteria

Compliance to duty

To be competent, the user/individual on the job must be able to:

- PC1.** report to duty on time as per the schedule
- PC2.** perform driver safety profile as per the sop of respective company.
- PC3.** recognize petroleum products, petroleum product characteristics & potential hazards.
- PC4.** understand and follow terminal/delivery instructions while entering supply point or delivery point.
- PC5.** position vehicle in the correct location for proper loading or unloading to prevent backing up situations.
- PC6.** know the correct unloading procedure and take care of backing of situation.
- PC7.** identify and use ppe (personal protective equipment)
- PC8.** prepare site for the loading or unloading.
- PC9.** initiate to check compartments/tanks of the receiving compartment to ensure that it is clean and that it has sufficient capacity.
- PC10.** ability to separate material in product specific load/unload and follow the procedures for the product that is being loaded or unloaded in the compartment.
- PC11.** should be able to execute importance of complete walk around to ensure that everything is in the proper order before leaving the site.
- PC12.** perform and complete the appropriate paperwork prior to exiting the site.

Transport petroleum products

To be competent, the user/individual on the job must be able to:

- PC13.** knowledge of the transport security requirements.
- PC14.** importance and purpose of the vehicles safe loading pass.
- PC15.** additional items of equipment that need to be carried under carriage of dangerous goods regulations.
- PC16.** importance of mental and physical preparation.

Qualification Pack

- PC17.** alcohol, substance abuse and medication policies, prescribed and non-prescribed.
- PC18.** importance of observing the rules and regulations relevant to working at heights
- PC19.** types of loading instructions, destinations and volumes.
- PC20.** understanding of the hazards of petroleum products.
- PC21.** receive loading instructions, that includes destinations and volumes.
- PC22.** to be in possession of and be wearing the correct ppe (c) demonstrate how to ensure all equipment associated with top/bottom loading and vapour recovery (if appropriate), is available.
- PC23.** how to check tank for product in accordance with procedures.
- PC24.** ensure the display the correct placarding and marking.
- PC25.** load the road tanker using operational procedures, which will include: securing the vehicle isolating the vehicle earthing the vehicle making a vapour recovery connection (where applicable) utilising the load plan physically transferring the fuel
- PC26.** know load completion procedure and terminal emergency procedures.
- PC27.** types of requirements of placarding and marking.
- PC28.** the importance of intrinsically safe equipment, and electronic equipment that is unsafe to bring into a terminal.
- PC29.** load the road tanker and the load completion procedure.
- PC30.** understand the causes of overfill
- PC31.** knowledge of the employing organisation specific operating procedures.
- PC32.** safe and efficient driving practices at all times and in all weather conditions by driving in accordance with industry good practices contained in industry-approved publications.
- PC33.** ensure monitoring the load during transport.
- PC34.** correct use of drivers hours rules and tachographs; and the application of current working time regulations/ road transport directives.
- PC35.** carry out the parking of the road tanker at the safe parking area, taking account of destination local conditions and the legal and social constraints associated with parking.
- PC36.** identify the designated or appropriate muster points and evacuation routes.
- PC37.** to incorporate any additional instructions from the site operator, if applicable.
- PC38.** demonstrate how to implement the delivery and post-delivery procedures.
- PC39.** ensure to wear the appropriate ppe. (personal protective equipment)
- PC40.** make certain to offload petroleum products in accordance with legal/employing organisation procedures, including site specific requirements.
- PC41.** knowledge of the emergency procedures when offloading products.
- PC42.** identify the safe parking area.
- PC43.** report site defects and hazards, including near misses.
- PC44.** the differences in operation between retail, aviation, commercial, home heat or marine, where applicable.
- PC45.** knowledge to implement the employing organisation delivery and post-delivery procedures.
- PC46.** to apply the spillage management policies and procedures.
- PC47.** be able to deliver petroleum products to different sub-sector as per requirements to retail / aviation / commercial / lpg / marine

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on: personnel management, duty reporting procedure and associated mis compliance
- KU2.** reporting structure within organization and company transport guideline
- KU3.** problem escalation procedure
- KU4.** standard operating procedure while transporting petroleum products
- KU5.** ability to combine with route planning information system if any
- KU6.** explain various system available in latest vehicle (abs, dual line break system, power steering turbos, edc, pollution norms, hand break etc.)
- KU7.** able to understand right maintenance practice of head tank and tyres.
- KU8.** effect of centre of gravity due to height of tanker and liquid load
- KU9.** operate excess flow check valve and understand pressure and temperature
- KU10.** know the difference between liquid and vapour line
- KU11.** able to understand different fuel techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill in the attendance sheet and the requisite details
- GS2.** fill in complaints pertaining to the vehicle which needs depot/branch officers attention
- GS3.** keep updated with relevant new policies at an organization level
- GS4.** read the goods challan and explain the same to octroy/rto authorities if need be
- GS5.** execute task, schedules, and work-loads with co-workers and supervisors
- GS6.** follow supply location instructions about the route planning for transporting petroleum products
- GS7.** share work load as required
- GS8.** assist others who require help
- GS9.** share knowledge with co-workers/assistant.
- GS10.** undertake numerical operations, and calculations using calculators
- GS11.** use appropriate measuring techniques and units of measurement
- GS12.** use british and metric system of measurement and make conversions between them
- GS13.** describe the difference between celsius & fahrenheit scale and relationship between them
- GS14.** seek to improve and modify own work practices
- GS15.** maintain current knowledge of application standards, legislation, codes of practice and product/process developments
- GS16.** identify problems with work planning, procedures, output and behaviour and their implications
- GS17.** prioritize and plan for problem solving
- GS18.** plan, prioritize and sequence work operations as per job requirements

Qualification Pack

- GS19.** organize and analyse information relevant to work
- GS20.** undertake and express new ideas and initiatives to others
- GS21.** modify work plan to overcome unforeseen difficulties or developments that occur as work progresses
- GS22.** exercise restraint while expressing dissent and during conflict situations
- GS23.** avoid and manage distractions to be disciplined at work
- GS24.** manage own time for achieving better results
- GS25.** identify and clarify work roles within a team
- GS26.** communicate and cooperate with others in the team for better results
- GS27.** seek assistance from fellow team members

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Compliance to duty</i>	12	24	-	-
PC1. report to duty on time as per the schedule	1	2	-	-
PC2. perform driver safety profile as per the sop of respective company.	1	2	-	-
PC3. recognize petroleum products, petroleum product characteristics & potential hazards.	1	2	-	-
PC4. understand and follow terminal/delivery instructions while entering supply point or delivery point.	1	2	-	-
PC5. position vehicle in the correct location for proper loading or unloading to prevent backing up situations.	1	2	-	-
PC6. know the correct unloading procedure and take care of backing of situation.	1	2	-	-
PC7. identify and use ppe (personal protective equipment)	1	2	-	-
PC8. prepare site for the loading or unloading.	1	2	-	-
PC9. initiate to check compartments/tanks of the receiving compartment to ensure that it is clean and that it has sufficient capacity.	1	2	-	-
PC10. ability to separate material in product specific load/unload and follow the procedures for the product that is being loaded or unloaded in the compartment.	1	2	-	-
PC11. should be able to execute importance of complete walk around to ensure that everything is in the proper order before leaving the site.	1	2	-	-
PC12. perform and complete the appropriate paperwork prior to exiting the site.	1	2	-	-
<i>Transport petroleum products</i>	35	70	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. knowledge of the transport security requirements.	1	2	-	-
PC14. importance and purpose of the vehicles safe loading pass.	1	2	-	-
PC15. additional items of equipment that need to be carried under carriage of dangerous goods regulations.	1	2	-	-
PC16. importance of mental and physical preparation.	1	2	-	-
PC17. alcohol, substance abuse and medication policies, prescribed and non-prescribed.	1	2	-	-
PC18. importance of observing the rules and regulations relevant to working at heights	1	2	-	-
PC19. types of loading instructions, destinations and volumes.	1	2	-	-
PC20. understanding of the hazards of petroleum products.	1	2	-	-
PC21. receive loading instructions, that includes destinations and volumes.	1	2	-	-
PC22. to be in possession of and be wearing the correct ppe (c) demonstrate how to ensure all equipment associated with top/bottom loading and vapour recovery (if appropriate), is available.	1	2	-	-
PC23. how to check tank for product in accordance with procedures.	1	2	-	-
PC24. ensure the display the correct placarding and marking.	1	2	-	-
PC25. load the road tanker using operational procedures, which will include: securing the vehicle isolating the vehicle earthing the vehicle making a vapour recovery connection (where applicable) utilising the load plan physically transferring the fuel	1	2	-	-
PC26. know load completion procedure and terminal emergency procedures.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. types of requirements of placarding and marking.	1	2	-	-
PC28. the importance of intrinsically safe equipment, and electronic equipment that is unsafe to bring into a terminal.	1	2	-	-
PC29. load the road tanker and the load completion procedure.	1	2	-	-
PC30. understand the causes of overfill	1	2	-	-
PC31. knowledge of the employing organisation specific operating procedures.	1	2	-	-
PC32. safe and efficient driving practices at all times and in all weather conditions by driving in accordance with industry good practices contained in industry-approved publications.	1	2	-	-
PC33. ensure monitoring the load during transport.	1	2	-	-
PC34. correct use of drivers hours rules and tachographs; and the application of current working time regulations/ road transport directives.	1	2	-	-
PC35. carry out the parking of the road tanker at the safe parking area, taking account of destination local conditions and the legal and social constraints associated with parking.	1	2	-	-
PC36. identify the designated or appropriate muster points and evacuation routes.	1	2	-	-
PC37. to incorporate any additional instructions from the site operator, if applicable.	1	2	-	-
PC38. demonstrate how to implement the delivery and post-delivery procedures.	1	2	-	-
PC39. ensure to wear the appropriate ppe. (personal protective equipment)	1	2	-	-
PC40. make certain to offload petroleum products in accordance with legal/employing organisation procedures, including site specific requirements.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC41. knowledge of the emergency procedures when offloading products.	1	2	-	-
PC42. identify the safe parking area.	1	2	-	-
PC43. report site defects and hazards, including near misses.	1	2	-	-
PC44. the differences in operation between retail, aviation, commercial, home heat or marine, where applicable.	1	2	-	-
PC45. knowledge to implement the employing organisation delivery and post-delivery procedures.	1	2	-	-
PC46. to apply the spillage management policies and procedures.	1	2	-	-
PC47. be able to deliver petroleum products to different sub-sector as per requirements to retail / aviation / commercial / lpg / marine	1	2	-	-
NOS Total	47	94	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3301
NOS Name	Coordinating with supply points and delivery points
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil & Gas), Transportation (Oil and Gas)
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N3302: Road worthiness of vehicle

Description

This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.

Scope

The scope covers the following :

- Vehicle road worthiness
- Basic technical check before the trip
- Escalation of the technical problem
- Calibration

Elements and Performance Criteria

Vehicle roadworthiness

To be competent, the user/individual on the job must be able to:

- PC1.** Able to understand the organization guidelines
- PC2.** CMVR guidelines from MoRTH (Ministry of Road Transport and Highway) and other guidelines issued by Road Transport Authorities like RTOs
- PC3.** Any other safety, security and environmental guidelines
- PC4.** Check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change
- PC5.** Record all deviations observed while carrying out PC1 and PC2 or any other deviations observed during the trip

Basic technical check before the trip

To be competent, the user/individual on the job must be able to:

- PC6.** Supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure

Escalation of technical problem

To be competent, the user/individual on the job must be able to:

- PC7.** Report actual or possible defects to the higher authority
- PC8.** Check the tyres as per manufacturers specification
- PC9.** Understand the working of exhaust system and the care to be taken
- PC10.** Importance of earthing stamp touching the ground
- PC11.** Explain how frequently you should carry out safety inspection.
- PC12.** Knowledge to reduce operating cost due to fewer vehicle break down
- PC13.** Remove a vehicle from service if it is not road worth

Calibration

To be competent, the user/individual on the job must be able to:

- PC14.** The TLD on the job needs to know How to calibrate the vehicle

Qualification Pack

PC15. Importance of legal metrology and standards

PC16. Know how to park the vehicle on the way bridge

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards

KU2. CMVR guidelines and other specific local regulations

KU3. Organization structure

KU4. Escalation procedure

KU5. Understand suitable operating condition or meeting accepted standards for safe driving on the road.

KU6. Adherence to Vehicle Standards is essential but is not enough to ensure that your operations are fully compliant with the law.

KU7. An inspection on regular basis on every trip, pre and postdispatch, accepted intervals ensures the roadworthiness and load safety of the vehicle its monitoring will effectively maintain compliance status.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle.

GS2. Document technical issues pertaining to vehicle

GS3. Follow supervisors instructions

GS4. Communicate with assistant and other personnel

GS5. Performs other related duties as assigned

GS6. Ability to apply general rules to specific problems to produce answers that make sense

GS7. Participates in the management of personnel matters/activities

GS8. Identify problems with work planning, procedures, output and behaviour and their implications

GS9. Prioritize and plan for problem solving SB3. Plan, prioritize and sequence work operations as per job requirements

GS10. Organize and analyse information relevant to work

GS11. Undertake and express new ideas and initiatives to others

GS12. Modify work plan to overcome unforeseen difficulties or developments that occur as work progresses

GS13. Exercise restraint while expressing dissent and during conflict situations

GS14. Avoid and manage distractions to be disciplined at work

GS15. Manage own time for achieving better results



Qualification Pack

- GS16.** Identify and clarify work roles within a team
- GS17.** Communicate and cooperate with others in the team for better results
- GS18.** Seek assistance from fellow team members

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vehicle roadworthiness</i>	5	10	-	-
PC1. Able to understand the organization guidelines	1	2	-	-
PC2. CMVR guidelines from MoRTH (Ministry of Road Transport and Highway) and other guidelines issued by Road Transport Authorities like RTOs	1	2	-	-
PC3. Any other safety, security and environmental guidelines	1	2	-	-
PC4. Check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	1	2	-	-
PC5. Record all deviations observed while carrying out PC1 and PC2 or any other deviations observed during the trip	1	2	-	-
<i>Basic technical check before the trip</i>	1	2	-	-
PC6. Supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	1	2	-	-
<i>Escalation of technical problem</i>	7	14	-	-
PC7. Report actual or possible defects to the higher authority	1	2	-	-
PC8. Check the tyres as per manufacturers specification	1	2	-	-
PC9. Understand the working of exhaust system and the care to be taken	1	2	-	-
PC10. Importance of earthing stamp touching the ground	1	2	-	-
PC11. Explain how frequently you should carry out safety inspection.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Knowledge to reduce operating cost due to fewer vehicle break down	1	2	-	-
PC13. Remove a vehicle from service if it is not road worth	1	2	-	-
<i>Calibration</i>	3	6	-	-
PC14. The TLD on the job needs to know How to calibrate the vehicle	1	2	-	-
PC15. Importance of legal metrology and standards	1	2	-	-
PC16. Know how to park the vehicle on the way bridge	1	2	-	-
NOS Total	16	32	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3302
NOS Name	Road worthiness of vehicle
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil & Gas), Transportation (Oil and Gas)
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N3303: Safety practices while driving

Description

This OS unit is about performing safe driving practice

Scope

The scope covers the following :

- Conformance to standard driving practices
- Conformance to traffic regulation
- General conduct on the road

Elements and Performance Criteria

Conformance to standard driving practices

To be competent, the user/individual on the job must be able to:

- PC1.** confirm all checks have been carried out for road worthiness of the vehicle.
- PC2.** confirm all papers and documents including driving license, vehicle documents and documents related to goods etc. are available.
- PC3.** start the vehicle and before moving re confirm all gauges are functioning
- PC4.** after starting but within few meters of moving to check the brakes.
- PC5.** change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration
- PC6.** use the accelerator, steering control and brakes correctly to regulate
- PC7.** speed and bring the vehicle to a stop safely
- PC8.** coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. in reverse gear to take help of assistant.
- PC9.** use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly
- PC10.** monitor and respond correctly to gauges, warning lights and other aids when driving
- PC11.** in case of any malfunctioning or breakdown, to immediately attend to the problem
- PC12.** stopping the vehicle at a safe place
- PC13.** carrying out a quick diagnostic check
- PC14.** carrying out minor adjustments or temporary repairs if possible
- PC15.** asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available
- PC16.** at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.

Conformance to traffic regulation

To be competent, the user/individual on the job must be able to:

- PC17.** change lanes safely at appropriate speed and observing traffic conditions
- PC18.** overtake other road users legally, safely and by using correct signalling

Qualification Pack

- PC19.** at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles.
- PC20.** signal your intentions correctly to other road users within a safe, systematic routine
- PC21.** respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.
- PC22.** use indicators and arm signals to signal intentions as per the traffic requirements
- PC23.** use the parking light when stationary, where needed
- PC24.** select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke
- PC25.** check for oncoming cyclists, pedestrians and other traffic before opening your door
- PC26.** remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.

General conduct on the road

To be competent, the user/individual on the job must be able to:

- PC27.** give preference and right of road usage to children, elderly and differently abled. comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.
- PC28.** understand the risk involved in carrying the stove or inflammable item

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys guidelines on safe driving practices; system and processes to ensure safe driving
- KU2.** reporting structure
- KU3.** problem escalation procedure
- KU4.** safe driving techniques such as avoid over speeding and follow prescribed limits maintain safe distance from other vehicles avoid pot holes, stones, other strewn objects in case of bridges and underpasses, observe and avoid driving when water level is above danger mark observe movement of pedestrians to avoid collision observe movement of stray animals to avoid collision
- KU5.** alternate routes in case of natural calamity, road construction work etc.
- KU6.** troubleshooting techniques in the event of technical problems like changing wheels using jack
- KU7.** knowledge of the traffic regulations
- KU8.** elements of good driving habits for obtaining fuel efficiency: avoid clutch riding avoid frequent changing of gears avoid frequent braking avoid over speeding avoid idling of engine beyond reasonable limit avoid high idling speed setting in engine ensure there is no brake binding obtain right grade of fuel from authorized outlets only ensure correct quantity of fuel received as per bill

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** follow the instructions

Qualification Pack

- GS2.** communicate effectively in local language and also preferably basic spoken hindi /local language
- GS3.** understand the purpose of a communication
- GS4.** analyse the audience and communicate
- GS5.** communicate with words as well as with body language
- GS6.** communicate information in a format that meets the requirements
- GS7.** make seamless coordination with colleagues
- GS8.** assist others who require help
- GS9.** take help from assistant or junior driver
- GS10.** keep oneself updated with the new vehicle technologies and functionalities
- GS11.** gain knowledge/ experience from working on different routes
- GS12.** work in a team in order to achieve better results
- GS13.** identify and clarify work roles within a team
- GS14.** communicate and cooperate with others in the team for better results
- GS15.** seek assistance from fellow team members
- GS16.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS17.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS18.** plan safe handling of life and materials as per the exact load being transported
- GS19.** fitness of vehicle for safe driving
- GS20.** breakdown condition
- GS21.** accident and emergency situations and medical emergencies
- GS22.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS23.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS24.** resolve conflict while dealing with public
- GS25.** how to learn from past mistakes to resolve technical and nontechnical problems
- GS26.** follow the instructions
- GS27.** communicate effectively in local language and also preferably basic spoken hindi /local language
- GS28.** understand the purpose of a communication
- GS29.** analyse the audience and communicate
- GS30.** communicate with words as well as with body language
- GS31.** communicate information in a format that meets the requirements
- GS32.** make seamless coordination with colleagues
- GS33.** assist others who require help
- GS34.** take help from assistant or junior driver
- GS35.** keep oneself updated with the new vehicle technologies and functionalities
- GS36.** gain knowledge/ experience from working on different routes
- GS37.** work in a team in order to achieve better results

Qualification Pack

- GS38.** identify and clarify work roles within a team
- GS39.** communicate and cooperate with others in the team for better results
- GS40.** seek assistance from fellow team members
- GS41.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS42.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS43.** plan safe handling of life and materials as per the exact load being transported
- GS44.** fitness of vehicle for safe driving
- GS45.** breakdown condition
- GS46.** accident and emergency situations and medical emergencies
- GS47.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS48.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS49.** resolve conflict while dealing with public
- GS50.** how to learn from past mistakes to resolve technical and nontechnical problems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conformance to standard driving practices</i>	16	32	-	-
PC1. confirm all checks have been carried out for road worthiness of the vehicle.	1	2	-	-
PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc. are available.	1	2	-	-
PC3. start the vehicle and before moving re confirm all gauges are functioning	1	2	-	-
PC4. after starting but within few meters of moving to check the brakes.	1	2	-	-
PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration	1	2	-	-
PC6. use the accelerator, steering control and brakes correctly to regulate	1	2	-	-
PC7. speed and bring the vehicle to a stop safely	1	2	-	-
PC8. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. in reverse gear to take help of assistant.	1	2	-	-
PC9. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly	1	2	-	-
PC10. monitor and respond correctly to gauges, warning lights and other aids when driving	1	2	-	-
PC11. in case of any malfunctioning or breakdown, to immediately attend to the problem	1	2	-	-
PC12. stopping the vehicle at a safe place	1	2	-	-
PC13. carrying out a quick diagnostic check	1	2	-	-
PC14. carrying out minor adjustments or temporary repairs if possible	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available	1	2	-	-
PC16. at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.	1	2	-	-
<i>Conformance to traffic regulation</i>	10	20	-	-
PC17. change lanes safely at appropriate speed and observing traffic conditions	1	2	-	-
PC18. overtake other road users legally, safely and by using correct signalling	1	2	-	-
PC19. at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles.	1	2	-	-
PC20. signal your intentions correctly to other road users within a safe, systematic routine	1	2	-	-
PC21. respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.	1	2	-	-
PC22. use indicators and arm signals to signal intentions as per the traffic requirements	1	2	-	-
PC23. use the parking light when stationary, where needed	1	2	-	-
PC24. select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke	1	2	-	-
PC25. check for oncoming cyclists, pedestrians and other traffic before opening your door	1	2	-	-
PC26. remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.	1	2	-	-
<i>General conduct on the road</i>	2	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. give preference and right of road usage to children, elderly and differently abled. comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.	1	2	-	-
PC28. understand the risk involved in carrying the stove or inflammable item	1	2	-	-
NOS Total	28	56	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3303
NOS Name	Safety practices while driving
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil & Gas), Transportation (Oil and Gas)
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N3304: Work effectively in a team

Description

This NOS unit is about working effectively within a team, either in individuals own work group or in other work groups outside the organization.

Scope

The scope covers the following :

- To work with colleagues & maintain clear communication with colleagues
- Follow the organisations policies and procedures for working with colleagues

Elements and Performance Criteria

Effective team working

To be competent, the user/individual on the job must be able to:

- PC1.** work with colleagues & maintain clear communication with colleagues
- PC2.** pass on information to colleagues in line with organisational requirements
- PC3.** work in ways that show respect for colleagues
- PC4.** carry out commitments made to colleagues
- PC5.** let colleagues know well in advance if cannot carry out commitments, explaining the reasons
- PC6.** identify problems in working with colleagues and take the initiative to solve these problems
- PC7.** follow the organisations policies and procedures for working with colleagues
- PC8.** ability to share resources with other members as per priority of tasks
- PC9.** understand the bad effect of alcohol, smoking, drugs etc.
- PC10.** maintain good food habit, saving habit, dressing sense, sound sleep etc.
- PC11.** importance of regular health check-up and attend classes on addition, aids awareness etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organizations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** the importance of creating an environment of trust and mutual respect
- KU5.** the implications of own work on the work and schedule of others
- KU6.** different types of information that colleagues might need and the importance of providing this information when it is required

Qualification Pack

KU7. the importance of helping colleagues with problems, in order to meet quality and time standards as a team

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** ask for clarification and advice from the concerned person
- GS5.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS6.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS7.** plan safe handling of life and materials as per the exact load being transported
- GS8.** fitness of vehicle for safe driving
- GS9.** breakdown condition
- GS10.** accident and emergency situations and medical emergencies
- GS11.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS12.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS13.** resolve conflict while dealing with public
- GS14.** how to learn from past mistakes to resolve technical and nontechnical problems
- GS15.** complete written work with attention to detail
- GS16.** read instructions, guidelines/procedures
- GS17.** listen effectively and orally communicate information
- GS18.** ask for clarification and advice from the concerned person
- GS19.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS20.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS21.** plan safe handling of life and materials as per the exact load being transported
- GS22.** fitness of vehicle for safe driving
- GS23.** breakdown condition
- GS24.** accident and emergency situations and medical emergencies
- GS25.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS26.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS27.** resolve conflict while dealing with public
- GS28.** how to learn from past mistakes to resolve technical and nontechnical problems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective team working</i>	11	22	-	-
PC1. work with colleagues & maintain clear communication with colleagues	1	2	-	-
PC2. pass on information to colleagues in line with organisational requirements	1	2	-	-
PC3. work in ways that show respect for colleagues	1	2	-	-
PC4. carry out commitments made to colleagues	1	2	-	-
PC5. let colleagues know well in advance if cannot carry out commitments, explaining the reasons	1	2	-	-
PC6. identify problems in working with colleagues and take the initiative to solve these problems	1	2	-	-
PC7. follow the organisations policies and procedures for working with colleagues	1	2	-	-
PC8. ability to share resources with other members as per priority of tasks	1	2	-	-
PC9. understand the bad effect of alcohol, smoking, drugs etc.	1	2	-	-
PC10. maintain good food habit, saving habit, dressing sense, sound sleep etc.	1	2	-	-
PC11. importance of regular health check-up and attend classes on addition, aids awareness etc.	1	2	-	-
NOS Total	11	22	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3304
NOS Name	Work effectively in a team
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil & Gas)
NSQF Level	4
Credits	1.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N3305: Health safety and security procedures

Description

This OS unit is about knowledge and practices relating to health, safety and security that need to use. It covers responsibilities towards self, others, assets and the environment.

Scope

The scope covers the following :

- Identify the possible cause of accident and hazards
- Explain how to maintain safety and healthy environment
- Demonstrate how to use PPE kit at workplace

Elements and Performance Criteria

Safety Systems

To be competent, the user/individual on the job must be able to:

- PC1.** list issue concerning the safety in planning the vehicle and familiar in your work environment.
- PC2.** empower to address the unsafe condition in your work place or to stop the unsafe behaviour
- PC3.** record all near miss incidents, damages, illness or injury
- PC4.** comprehend the applicable laws, regulations and codes as per standard
- PC5.** promote and maintain a positive safety culture
- PC6.** apply and appraise the use and storage of hazardous substance and their safety
- PC7.** assess the threats and to protect from the threats
- PC8.** awareness of own safety and safety of others
- PC9.** report all incident to the supervisor or concerned
- PC10.** identifies and describes the property of different petroleum products. like volatile products, light distillates, middle distillates, fuel oils, lubrication oils, waxes, bitumen, etc. characteristics and potential hazardous
- PC11.** operates and handle spills and respond to the spills

Fire Safety

To be competent, the user/individual on the job must be able to:

- PC12.** ability to handle different firefighting in emergencies en route, electrical fire etc.
- PC13.** knowledge to respond to a fire and use appropriate firefighting equipment

Work Environment Safety

To be competent, the user/individual on the job must be able to:

- PC14.** appraise different data sheet and how to read label on a container
- PC15.** recall or outline the occupational health and safety rights
- PC16.** ability to check that your vehicle is in safe working conditions before commencing a journey

Qualification Pack

- PC17.** categorise that the vehicle are equipped to meet the specification by oil transport discipline guidelines
- PC18.** ensure that loading does not exceed the manufacturers specification and legal limits
- PC19.** describe the importance of everyone wearing seat belt properly before starting the vehicle
- PC20.** importance of possession of valid driving license and badge
- PC21.** knowledge of defensive driving techniques, journey management techniques, dealing with distraction, alertness & fatigue management
- PC22.** awareness of standard operating procedure for petroleum products, follow the instruction in charge of work site, vehicle are checked and certified before entrance, all necessary sign boards and warning signs are known colouring coding systems for petroleum products
- PC23.** appreciate the following general behaviour, use of safety belts, how to report an incident, vehicle condition, speed limit, freight
- PC24.** importance or commitment to health safety and environment
- PC25.** appraise the knowledge of gprs and ability to use the equipment
- PC26.** appraise the points and effects dealing with distraction, effect of medication and substance abuse hazardous licence, personal behaviour
- PC27.** importance of prescribed rest breaks and duty hours
- PC28.** apply how to position yourself in a safe zone for moving and energised equipment
- PC29.** confirm that access to areas posing danger in restricted areas, well ranked areas, fire extinguishers and barriers are put in place
- PC30.** ability to give overall directions and take the responsibility for the application of this procedure
- PC31.** understand and identify coding system
- PC32.** importance of keeping maximum speed limit at road, work site, filling station
- PC33.** ability to prepare an accident report in case of any incidence
- PC34.** follow the mandatory procedures while loading turn off the vehicle switch off the main control, pull the hand brake, put the wooden choke (obstacle) placed in drive out position, keep the fire extinguisher in front of the truck.
- PC35.** importance of carrying out external visual inspection and testing, internal visual inspection, pressure test, leakage test including tanker safety valve
- PC36.** carry out different operations in delivery site, loading site
- PC37.** how to develop the highly motivated safety culture and making progress towards an accident free operation
- PC38.** able to check the following on product receipt recording of time, security locking system, dip rod, density checking

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: personnel management, duty reporting procedure and associated mis compliance
- KU2.** reporting structure within organization
- KU3.** problem escalation procedure

Qualification Pack

- KU4.** standard operating procedure while transporting petroleum products
- KU5.** knowledge to handle different firefighting in emergencies
- KU6.** ability to use gprs system

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** ask for clarification and advice from the concerned person
- GS5.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS6.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS7.** plan safe handling of life and materials as per the exact load being transported
- GS8.** fitness of vehicle for safe driving
- GS9.** breakdown condition
- GS10.** accident and emergency situations and medical emergencies
- GS11.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS12.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS13.** resolve conflict while dealing with public
- GS14.** how to learn from past mistakes to resolve technical and nontechnical problems
- GS15.** complete written work with attention to detail
- GS16.** read instructions, guidelines/procedures
- GS17.** listen effectively and orally communicate information
- GS18.** ask for clarification and advice from the concerned person
- GS19.** plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS20.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS21.** plan safe handling of life and materials as per the exact load being transported
- GS22.** fitness of vehicle for safe driving
- GS23.** breakdown condition
- GS24.** accident and emergency situations and medical emergencies
- GS25.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS26.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS27.** resolve conflict while dealing with public
- GS28.** how to learn from past mistakes to resolve technical and nontechnical problems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Safety Systems</i>	11	22	-	-
PC1. list issue concerning the safety in planning the vehicle and familiar in your work environment.	1	2	-	-
PC2. empower to address the unsafe condition in your work place or to stop the unsafe behaviour	1	2	-	-
PC3. record all near miss incidents, damages, illness or injury	1	2	-	-
PC4. comprehend the applicable laws, regulations and codes as per standard	1	2	-	-
PC5. promote and maintain a positive safety culture	1	2	-	-
PC6. apply and appraise the use and storage of hazardous substance and their safety	1	2	-	-
PC7. assess the threats and to protect from the threats	1	2	-	-
PC8. awareness of own safety and safety of others	1	2	-	-
PC9. report all incident to the supervisor or concerned	1	2	-	-
PC10. identifies and describes the property of different petroleum products. like volatile products, light distillates, middle distillates, fuel oils, lubrication oils, waxes, bitumen, etc. characteristics and potential hazardous	1	2	-	-
PC11. operates and handle spills and respond to the spills	1	2	-	-
<i>Fire Safety</i>	2	4	-	-
PC12. ability to handle different firefighting in emergencies en route, electrical fire etc.	1	2	-	-
PC13. knowledge to respond to a fire and use appropriate firefighting equipment	1	2	-	-
<i>Work Environment Safety</i>	25	50	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. appraise different data sheet and how to read label on a container	1	2	-	-
PC15. recall or outline the occupational health and safety rights	1	2	-	-
PC16. ability to check that your vehicle is in safe working conditions before commencing a journey	1	2	-	-
PC17. categorise that the vehicle are equipped to meet the specification by oil transport discipline guidelines	1	2	-	-
PC18. ensure that loading does not exceed the manufacturers specification and legal limits	1	2	-	-
PC19. describe the importance of everyone wearing seat belt properly before starting the vehicle	1	2	-	-
PC20. importance of possession of valid driving license and badge	1	2	-	-
PC21. knowledge of defensive driving techniques, journey management techniques, dealing with distraction, alertness & fatigue management	1	2	-	-
PC22. awareness of standard operating procedure for petroleum products, follow the instruction in charge of work site, vehicle are checked and certified before entrance, all necessary sign boards and warning signs are known colouring coding systems for petroleum products	1	2	-	-
PC23. appreciate the following general behaviour, use of safety belts, how to report an incident, vehicle condition, speed limit, freight	1	2	-	-
PC24. importance or commitment to health safety and environment	1	2	-	-
PC25. appraise the knowledge of gprs and ability to use the equipment	1	2	-	-
PC26. appraise the points and effects dealing with distraction, effect of medication and substance abuse hazardous licence, personal behaviour	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. importance of prescribed rest breaks and duty hours	1	2	-	-
PC28. apply how to position yourself in a safe zone for moving and energised equipment	1	2	-	-
PC29. confirm that access to areas posing danger in restricted areas, well ranked areas, fire extinguishers and barriers are put in place	1	2	-	-
PC30. ability to give overall directions and take the responsibility for the application of this procedure	1	2	-	-
PC31. understand and identify coding system	1	2	-	-
PC32. importance of keeping maximum speed limit at road, work site, filling station	1	2	-	-
PC33. ability to prepare an accident report in case of any incidence	1	2	-	-
PC34. follow the mandatory procedures while loading turn off the vehicle switch off the main control, pull the hand brake, put the wooden choke (obstacle) placed in drive out position, keep the fire extinguisher in front of the truck.	1	2	-	-
PC35. importance of carrying out external visual inspection and testing, internal visual inspection, pressure test, leakage test including tanker safety valve	1	2	-	-
PC36. carry out different operations in delivery site, loading site	1	2	-	-
PC37. how to develop the highly motivated safety culture and making progress towards an accident free operation	1	2	-	-
PC38. able to check the following on product receipt recording of time, security locking system, dip rod, density checking	1	2	-	-
NOS Total	38	76	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3305
NOS Name	Health safety and security procedures
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Transportation (Oil & Gas), Transportation (Oil and Gas)
NSQF Level	4
Credits	1.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HYC/N3301.Coordinating with supply points and delivery points	47	94	-	-	141	20
HYC/N3302.Road worthiness of vehicle	16	32	-	-	48	20
HYC/N3303.Safety practices while driving	28	56	-	-	84	20
HYC/N3304.Work effectively in a team	11	22	-	-	33	15
HYC/N3305.Health safety and security procedures	38	76	-	-	114	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	160	310	-	-	470	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
KU	Knowledge and Understanding

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.