

## Qualification Pack



# Store Keeper (Petroleum Products)

QP Code: HYC/Q3501

Version: 2.0

NSQF Level: 3

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### HYC/Q3501: Store Keeper (Petroleum Products)

#### Brief Job Description

The individual in this position is responsible for store keeping of petroleum and its allied products. The person verifies and receives the material as per Purchase Order / Delivery Challan, issues material as per indent/requisition, coordinates scrap disposal, checks inventory and quality of goods and maintains all filing system and records as necessary for material traceability and control.

#### Personal Attributes

The individual should be organised and have a good sense of responsibility. The person should have the ability to work independently and in a team.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HYC/N3112: Conduct store operations at petroleum operations at petroleum storage facility](#)
2. [HYC/N3113: Carryout inventory management](#)
3. [HYC/N9301: Working Effectively in a team](#)
4. [HYC/N9302: Maintain health, safety and security procedures](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Store Operations, Store Operations
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	11
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO/2015/4321

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<b>Minimum Educational Qualification &amp; Experience</b>	8th grade pass (with 1-year of relevant experience) OR 9th grade pass OR 8th grade pass (with one year of National Trade Certificate (NTC) after 8th)
<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Approval Date</b>	17/11/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/HYC/HSSCI/06779
<b>NQR Version</b>	2.0

**Remarks:**

NA

## Qualification Pack

# HYC/N3112: Conduct store operations at petroleum operations at petroleum storage facility

## Description

This unit is about learning the basics of store management procedure like receipt/dispatch of petroleum and allied product and fire safety operation.

## Scope

The scope covers the following :

- Receipt of petroleum and allied products
- Management of petroleum and allied products storage facility
- Labelling and packaging of petroleum and allied products
- Issue/dispatch and waste disposal of petroleum and allied products
- Fire safety at storage facilities

## Elements and Performance Criteria

### *Receipt of petroleum and allied products*

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

- PC1.** collect details of receipt from operation team
- PC2.** check receipt of material at storage or project site
- PC3.** conduct physical inspection of tank for any leakage or damage
- PC4.** follow safety norms during unloading of petroleum and allied products

### *Management of petroleum and allied products storage facility*

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

- PC5.** check all the electrical fittings of storage facility to identify any maintenance requirements
- PC6.** ensure store is free from vegetation
- PC7.** check tanks for any leakages or sweating
- PC8.** carry out repairs of the tank if any scaling or pitting is observed
- PC9.** clean the floating roof deck to avoid clogging of roof drain sump
- PC10.** ensure proper earthing and bonding of tank body and check that there is electrical continuity from shell to ladder and from ladder to floating roof
- PC11.** confirm that drain valve of the tank body is closed
- PC12.** check that isolation valves on expansion line(s)/TSV vent line(s) is open all the time
- PC13.** maintain and update the logbook by entering quantity of petroleum product stored, received and dispatched in the storage facility
- PC14.** monitor the temperature of storage area and products stored using meters and gauges installed in the storage facility

### *Labelling and packaging of petroleum and allied products*

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

- PC15.** mark or label stored petroleum and allied products with unique codes

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**PC16.** mark storage location with unique code to identify the location

**PC17.** follow statutory norms in stock yard or store building to ensure safety and security

**PC18.** carry out packaging of petroleum and allied products as per SOP

*Issue/dispatch and waste disposal of petroleum and allied products*

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

**PC19.** issue / dispatch petroleum and allied products by following company guidelines and as per approved indent / order

**PC20.** dispose the petroleum waste as per the standard practice followed in the industry

*Ensure fire safety at storage facilities*

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

**PC21.** check availability of fire extinguisher and piping network with fire hydrant at entry door of storage facility /loading and unloading area

**PC22.** check functioning of auto start facility with pressure drops in fire water network

**PC23.** check and confirm the installation of fixed foam system or semi-fixed foam system on all kind of tanks (floating roof or fixed roof)

**PC24.** check that manual type HVLR (High Volume Long Range) monitors are available in storage area in pipeline terminals and central crude tank farms

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the basic principle of petroleum and allied products

**KU2.** the industry standards and processes related to receiving, dispatching and storing of petroleum products

**KU3.** the administrative procedures required for receiving and storing petroleum product

**KU4.** the different quality management systems followed in hydrocarbon industry such as ISO-9000, ISO-14001, OHSAS-18000)

**KU5.** the inward quality control procedures followed by the company

**KU6.** the ways of disposing petroleum and allied products

**KU7.** the SOP of company for storage of petroleum and allied products

**KU8.** the organizational policy for environment safety

**KU10.** the store management including code classification

**KU12.** the Material Safety Data Sheet (MSDS), and hazards to be mitigated while storing petroleum products

## Generic Skills (GS)

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

**GS1.** read work instructions, SOP and process documents such as purchase orders, challans etc.

**GS2.** write product receipt report in English/regional language

**GS3.** communicate effectively with team members



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- GS4.** attentively listen and comprehend the information given by the supervisor/team members
- GS5.** plan and organize the store operations
- GS6.** recognize a workplace problem and take suitable action
- GS7.** complete the assigned tasks with minimum supervision



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receipt of petroleum and allied products</i>	<b>6</b>	<b>12</b>	-	-
<b>PC1.</b> collect details of receipt from operation team	2	3	-	-
<b>PC2.</b> check receipt of material at storage or project site	2	4	-	-
<b>PC3.</b> conduct physical inspection of tank for any leakage or damage	1	3	-	-
<b>PC4.</b> follow safety norms during unloading of petroleum and allied products	1	2	-	-
<i>Management of petroleum and allied products storage facility</i>	<b>12</b>	<b>30</b>	-	-
<b>PC5.</b> check all the electrical fittings of storage facility to identify any maintenance requirements	1	2	-	-
<b>PC6.</b> ensure store is free from vegetation	1	3	-	-
<b>PC7.</b> check tanks for any leakages or sweating	2	4	-	-
<b>PC8.</b> carry out repairs of the tank if any scaling or pitting is observed	1	3	-	-
<b>PC9.</b> clean the floating roof deck to avoid clogging of roof drain sump	1	3	-	-
<b>PC10.</b> ensure proper earthing and bonding of tank body and check that there is electrical continuity from shell to ladder and from ladder to floating roof	1	3	-	-
<b>PC11.</b> confirm that drain valve of the tank body is closed	1	3	-	-
<b>PC12.</b> check that isolation valves on expansion line(s)/TSV vent line(s) is open all the time	2	4	-	-
<b>PC13.</b> maintain and update the logbook by entering quantity of petroleum product stored, received and dispatched in the storage facility	1	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> monitor the temperature of storage area and products stored using meters and gauges installed in the storage facility	1	2	-	-
<i>Labelling and packaging of petroleum and allied products</i>	<b>4</b>	<b>10</b>	-	-
<b>PC15.</b> mark or label stored petroleum and allied products with unique codes	1	2	-	-
<b>PC16.</b> mark storage location with unique code to identify the location	1	3	-	-
<b>PC17.</b> follow statutory norms in stock yard or store building to ensure safety and security	1	2	-	-
<b>PC18.</b> carry out packaging of petroleum and allied products as per SOP	1	3	-	-
<i>Issue/dispatch and waste disposal of petroleum and allied products</i>	<b>2</b>	<b>5</b>	-	-
<b>PC19.</b> issue / dispatch petroleum and allied products by following company guidelines and as per approved indent / order	1	2	-	-
<b>PC20.</b> dispose the petroleum waste as per the standard practice followed in the industry	1	3	-	-
<i>Ensure fire safety at storage facilities</i>	<b>6</b>	<b>13</b>	-	-
<b>PC21.</b> check availability of fire extinguisher and piping network with fire hydrant at entry door of storage facility /loading and unloading area	2	3	-	-
<b>PC22.</b> check functioning of auto start facility with pressure drops in fire water network	1	4	-	-
<b>PC23.</b> check and confirm the installation of fixed foam system or semi-fixed foam system on all kind of tanks (floating roof or fixed roof)	2	4	-	-
<b>PC24.</b> check that manual type HVLR (High Volume Long Range) monitors are available in storage area in pipeline terminals and central crude tank farms	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3112
<b>NOS Name</b>	Conduct store operations at petroleum operations at petroleum storage facility
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### HYC/N3113: Carryout inventory management

#### Description

This unit is about managing inventory at petroleum product storage unit.

#### Scope

The scope covers the following :

- Inventory management
- Record keeping

#### Elements and Performance Criteria

##### *Inventory management*

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

- PC1.** maintain record of stock status using an inventory management software provided by the organization
- PC2.** identify low turnout stock of petroleum and allied products in the storage area through the software
- PC3.** forecast demand of petroleum and allied products on the basis of past consumption pattern and ensuring that minimum specified stock of products is always maintained in the stock
- PC4.** follow organizational procedures for ordering the new stock of petroleum and allied products

##### *Record keeping*

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

- PC5.** prepare purchase order as per the requirement
- PC6.** maintain the record such as purchase orders, material receipt voucher, excess report, bin card, stock register, stock identification card, inspection and rejection note, material transfer note, material return note, gate pass, goods receipt voucher (GRV) etc. related to stock receipt/dispatch by following organisational procedures
- PC7.** update inward and outward details as per procedures
- PC8.** maintain records of material handling equipment used in storage area and material management work
- PC9.** dispose unusable/expired material as per the company policy and environmental regulations

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of inventory management
- KU2.** the importance of record keeping and documentation
- KU3.** the different types of issue/dispatch methods like LIFO, FIFO, etc.
- KU4.** the use of different types of inward/outward books, notes, voucher, etc.
- KU5.** the basic mathematical calculation related to store management

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### Generic Skills (GS)

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

- GS1.** read work instructions, SOP and process documents such as purchase orders, challans etc.
- GS2.** write product damage/loss report in English/regional language
- GS3.** communicate effectively with team members
- GS4.** assess complexity and criticality of task
- GS5.** plan and organize the store operation
- GS6.** recognise a workplace problem and take suitable action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inventory management</i>	<b>9</b>	<b>13</b>	-	-
<b>PC1.</b> maintain record of stock status using an inventory management software provided by the organization	2	3	-	-
<b>PC2.</b> identify low turnout stock of petroleum and allied products in the storage area through the software	3	3	-	-
<b>PC3.</b> forecast demand of petroleum and allied products on the basis of past consumption pattern and ensuring that minimum specified stock of products is always maintained in the stock	2	4	-	-
<b>PC4.</b> follow organizational procedures for ordering the new stock of petroleum and allied products	2	3	-	-
<i>Record keeping</i>	<b>11</b>	<b>17</b>	-	-
<b>PC5.</b> prepare purchase order as per the requirement	2	3	-	-
<b>PC6.</b> maintain the record such as purchase orders, material receipt voucher, excess report, bin card, stock register, stock identification card, inspection and rejection note, material transfer note, material return note, gate pass, goods receipt voucher (GRV) etc. related to stock receipt/dispatch by following organisational procedures	2	4	-	-
<b>PC7.</b> update inward and outward details as per procedures	2	3	-	-
<b>PC8.</b> maintain records of material handling equipment used in storage area and material management work	3	3	-	-
<b>PC9.</b> dispose unusable/expired material as per the company policy and environmental regulations	2	4	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N3113
<b>NOS Name</b>	Carryout inventory management
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Downstream
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### HYC/N9301: Working Effectively in a team

#### Description

This unit is about working effectively within a team.

#### Scope

The scope covers the following :

- Effective team work

#### Elements and Performance Criteria

##### *Effective team work*

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

- PC1.** maintain clear communication with colleagues
- PC2.** pass on information to colleagues in line with organisational requirements
- PC3.** provide support to the team members
- PC4.** respect the colleagues
- PC5.** fulfil commitments made to colleagues
- PC6.** inform team members timely, if timelines can't be met
- PC7.** take the necessary initiatives to resolve the issues while working in team
- PC8.** adopt gender neutral behaviour while interacting with colleagues
- PC9.** offer assistance to a person with disability (PWD), only if required

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization policies and procedures related to team performance
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** the importance of creating an environment of trust and mutual respect
- KU4.** the implications of own work on the work and schedule of others
- KU5.** the standard practices in organisation w.r.t communication at various levels
- KU6.** the personal responsibility for completing the task in time
- KU7.** importance of gender equality
- KU8.** importance of showing empathy while interacting with a PwD

#### Generic Skills (GS)

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



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- GS1.** communicate effectively in writing
- GS2.** read instructions, guidelines/procedures
- GS3.** work in a disciplined manner for meeting commitments and deadline
- GS4.** how to plan and prioritise the work
- GS5.** the importance of consistent and reliable services
- GS6.** apply problem solving approaches in different situations
- GS7.** apply balanced judgments to different situations

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective team work</i>	<b>20</b>	<b>30</b>	-	-
<b>PC1.</b> maintain clear communication with colleagues	2	3	-	-
<b>PC2.</b> pass on information to colleagues in line with organisational requirements	2	3	-	-
<b>PC3.</b> provide support to the team members	2	4	-	-
<b>PC4.</b> respect the colleagues	3	4	-	-
<b>PC5.</b> fulfil commitments made to colleagues	2	3	-	-
<b>PC6.</b> inform team members timely, if timelines can't be met	2	4	-	-
<b>PC7.</b> take the necessary initiatives to resolve the issues while working in team	3	4	-	-
<b>PC8.</b> adopt gender neutral behaviour while interacting with colleagues	2	2	-	-
<b>PC9.</b> offer assistance to a person with disability (PWD), only if required	2	3	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N9301
<b>NOS Name</b>	Working Effectively in a team
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic, Generic
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### HYC/N9302: Maintain health, safety and security procedures

#### Description

This unit is about maintaining health, safety and security procedure at workplace. It covers responsibilities towards self, others, assets and the environment.

#### Scope

The scope covers the following :

- Follow health and safety measures
- Follow safety procedures during emergency

#### Elements and Performance Criteria

##### *Follow health and safety measures*

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

- PC1.** use protective clothing/equipment such as face mask, hand gloves, goggle etc for specific tasks and work conditions
- PC2.** identify the people responsible for maintaining health and safety in the workplace
- PC3.** identify possible causes of risk or accident in the workplace
- PC4.** follow safe working practices while dealing with hazards to ensure the safety of self and others
- PC5.** lift heavy objects safely using correct procedures
- PC6.** follow safety signages
- PC7.** maintain hands hygiene by washing hand frequently and thoroughly with soap and water or alcohol-based hand rub
- PC8.** inform the concerned person of any illness related to self and others
- PC9.** maintain workplace hygiene by disinfecting the equipment and tools regularly

##### *Follow safety procedures during emergency*

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

- PC10.** respond promptly and appropriately to an accident or in an emergency situation
- PC11.** use appropriate fire extinguishers for different types of fires correctly
- PC12.** follow appropriate rescue techniques during fire hazard
- PC13.** follow good housekeeping practice in order to prevent fire hazards
- PC14.** inform fire safety department about any near-miss incidents in the work place
- PC15.** provide appropriate first aid to victims in an emergency situation
- PC16.** follow the applicable regulations and codes as per safety standard
- PC17.** prepare written accident/incident report and share with the concerned officer/department

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** company's policies on personnel management and duty reporting procedure
- KU2.** reporting structure within organization
- KU3.** health and safety hazards commonly affecting the work environment and related precautions
- KU4.** importance of maintaining personal hygiene using PPE kit, sanitizer and soap
- KU5.** importance of maintaining workplace hygiene
- KU6.** preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU7.** importance of using protective clothing/equipment while working
- KU8.** various causes of fire
- KU9.** techniques of using different types of fire extinguishers
- KU10.** different materials used for extinguishing fire
- KU11.** various types of safety signs and their significance

## Generic Skills (GS)

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

- GS1.** communicate effectively by writing
- GS2.** read instructions, guidelines/procedures and reports
- GS3.** identify and report potential sources of danger
- GS4.** how to plan the work to meet the deadline
- GS5.** the importance of on time services
- GS6.** apply problem solving approaches in different situations
- GS7.** apply balanced judgments in different situations

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health and safety measures</i>	<b>9</b>	<b>15</b>	-	-
<b>PC1.</b> use protective clothing/equipment such as face mask, hand gloves, goggle etc for specific tasks and work conditions	1	2	-	-
<b>PC2.</b> identify the people responsible for maintaining health and safety in the workplace	1	-	-	-
<b>PC3.</b> identify possible causes of risk or accident in the workplace	1	2	-	-
<b>PC4.</b> follow safe working practices while dealing with hazards to ensure the safety of self and others	1	2	-	-
<b>PC5.</b> lift heavy objects safely using correct procedures	1	2	-	-
<b>PC6.</b> follow safety signages	1	2	-	-
<b>PC7.</b> maintain hands hygiene by washing hand frequently and thoroughly with soap and water or alcohol-based hand rub	1	2	-	-
<b>PC8.</b> inform the concerned person of any illness related to self and others	1	1	-	-
<b>PC9.</b> maintain workplace hygiene by disinfecting the equipment and tools regularly	1	2	-	-
<i>Follow safety procedures during emergency</i>	<b>11</b>	<b>15</b>	-	-
<b>PC10.</b> respond promptly and appropriately to an accident or in an emergency situation	1	2	-	-
<b>PC11.</b> use appropriate fire extinguishers for different types of fires correctly	2	2	-	-
<b>PC12.</b> follow appropriate rescue techniques during fire hazard	1	2	-	-
<b>PC13.</b> follow good housekeeping practice in order to prevent fire hazards	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> inform fire safety department about any near-miss incidents in the work place	2	2	-	-
<b>PC15.</b> provide appropriate first aid to victims in an emergency situation	1	2	-	-
<b>PC16.</b> follow the applicable regulations and codes as per safety standard	1	2	-	-
<b>PC17.</b> prepare written accident/incident report and share with the concerned officer/department	2	2	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HYC/N9302
<b>NOS Name</b>	Maintain health, safety and security procedures
<b>Sector</b>	Hydrocarbon
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic, Generic
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	17/11/2025
<b>NSQC Clearance Date</b>	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:

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- 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.

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**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

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- 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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	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 Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

## Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 50

(**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/N3112. Conduct store operations at petroleum operations at petroleum storage facility	30	70	0	0	100	30
HYC/N3113. Carryout inventory management	20	30	0	0	50	20
HYC/N9301. Working Effectively in a team	20	30	-	-	50	20
HYC/N9302. Maintain health, safety and security procedures	20	30	-	-	50	20
DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>110</b>	<b>190</b>	<b>-</b>	<b>-</b>	<b>300</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>PPE</b>	Personal Protective Equipment

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.