APPRENTICESHIP CURRICULUM (OPTIONAL TRADE)

Hydrocarbon Sector Skill Council

Secretarial Office Assistant – Oil & Gas

Course Code: CO022400026

☒NAPS ☐Non-NAPS

NSQF Level: 3.5

Table of Contents

1.	**Course Name**	Secretarial Office Assistant – Oil & Gas
2.	**Course Code**	CO022400026
3.	**Apprenticeship Training Duration:** *(2 to 4 weeks of BT is embedded in this duration as per the requirement of the establishment)*	Months: 12 months
	Remarks	
4.	**Credit**	**40**
5.	**NSQF Level** (*Mandatory for NAPS*)	3.5 **NSQC Approval Date: 30/11/2023**

6.	**Related NSQF aligned qualification details**	S. No.	QP/ Qualification/ NOS Name (As applicable)	QP/ NOS Code & Version	NQR Code
		1	Secretarial Office Assistant – Oil & Gas	HYC/Q9401 & Version 1.0	QG-3.5-HY-01367-2023-V1-HSSCI

7.	**Brief Job Role Description**	Individual at this job is responsible for collecting information from different offices/plants and compiling those for the preparation of daily reports, MIS reporting, interpretation of data and making presentations, managing communication, coordinating meetings & events, schedule appointments, maintain records & documentation, taking minutes, making travel arrangements, assisting with project coordination, managing office supplies & equipment, Drafting and editing documents, handling confidential information, providing general administrative support to the reporting officer in an oil & gas industry. The person is responsible for operating digital tools used for modern office management. The role of Secretarial Assistants is to work closely with senior management, providing one-on-one administrative support,

		organizing schedules and maintaining official records for companies or organizations in Oil & Gas sector.
8.	**NCO-2015 Code & Occupation** (*Access the NCO 2015 volumes from:*	NCO 2015/ 4120.0100, 4120.0200, 4120.9900
9.	**Minimum Eligibility Criteria** (*Educational and/ or Technical Qualification*)	Completed 3rd year of 3-Year of UG (in any stream) after 12th OR Completed 2nd year of 3-year of UG (in any stream) after 12th and pursuing 3rd year of UG OR Diploma (one year) in office management with 1 year of relevant experience
10.	**Entry Age for Apprenticeship**	20 Years
11.	**Any Licensing Requirements** (*wherever applicable*)	NA
12.	**Is the Job Role amenable to Persons with Disability**	☐ **Yes** ☒ **No** **If yes, check the applicable type of Disability** ☐ **Locomotor Disability** / ☐ **Leprosy Cured Person** / ☐ **Cerebral Palsy** / ☐ **Dwarfism** / ☐ **Muscular Dystrophy** ☐ **Acid Attack Victims** / ☐ **Blindness** / ☐ **Low Vision** / ☐ **Deaf** / ☐ **Hard of Hearing** ☐ **Speech and Language Disability** / ☐ **Intellectual Disability** / ☐ **Specific Learning Disabilities** / ☐ **Autism Spectrum Disorder** / ☐ **Mental Illness** ☐ **Multiple Sclerosis** / ☐ **Parkinson's Disease** / ☐ **Haemophilia** / ☐ **Thalassemia** / ☐ **Sickle Cell Disease** ☐ **Multiple Disabilities**
13.	**Submitting Body Details**	Name: **Hydrocarbon Sector Skill Council**

		E-mail ID: ceo@hsscindia.in Contact Number: 9872176558
14.	**Certifying Body**	Hydrocarbon Sector Skills Council
15.	**Employment Avenues/Opportunities**	Oil & Gas sector
16.	**Career Progression**	Office Secretary – Oil & Gas
17.	**Trainer's Qualification & Experience:**	Completed 4-year UG (Engineering trade) with 5 years of relevant industry experience and 1 year of Training/Assessment experience. Or Completed 3-year UG (Office Administration) with 6 years of relevant industry experience and 1 year of Training/Assessment experience. Or CITS Certified Trainers for relevant CITS course
18.	**Curriculum Creation Date**	21/02/2024
19.	**Curriculum Valid up to Date**	20/02/2027

Module Details

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
1.	**NOS Name –** Preparation for secretarial office administrative task in oil & gas industry **NOS Code -** HYC/N9401 **Version –** 1.0	**Bridge Module -** Introduction to the Hydrocarbon Sector • Describe the oil and natural gas sector and its subsectors. • Explain the importance of a Secretarial Office Assistant • Explain the roles and responsibilities of Secretarial Office Assistant in Oil & Gas sector • Explain general discipline in the classroom (Do's & Don'ts) **Preparation for secretarial office administrative task in oil & gas industry** • Describe preparing and update agenda of the day for reporting officer using digital tools • Describe how to prioritize the important meetings or tasks • Describe considering logistical details such as reserving a meeting room, setting up audio visual equipment or arranging for any necessary refreshments. • Explain how to send meeting invitations to all participants, including the date, time, location and agenda for each meeting and assisting in these tasks • Explain how to assist in coordination with participants well in advance	20	30	50	50

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		• Describe collecting updated information/data from departments/field/plants/offices subject to hydrocarbon value chain operation and administration • Explain how to take dictation, transcript it and all types of correspondence, prepare presentations, report, documents as per the standard formats defined in oil & gas companies or PSUs • Describe how to arrange stationary, related documents, refreshment, etc. for day-to-day office activity • Describe checking the readiness of equipment and tools required for general safety of office • Explain arranging preventive maintenance of digital devices used in office				
2.	**NOS Name –** Perform secretarial office administrative task in oil & gas industry **NOS Code -** HYC/N9402 **Version –** 1.0	• Explain how to communicate and respond to the telephone calls from internal and external stakeholder • Describe connecting / transferring the calls related to the reporting officer • Describe recording and communicating the information to the reporting officer • Describe how to forward digital / physical mails or correspondence to the reporting officer • Explain how to communicate important notices issued by ministry, regulatory body, corporate office, etc. to the respective stakeholders and assist in this activity	**30**	**70**	**50**	**50**

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		- Describe how to liaison / follow-up with regulatory agencies, government bodies, stakeholders as per the instruction from reporting officer - Explain how to schedule and coordinate meetings, conferences, and events with various internal and external stakeholders' such as executives, employees, clients, suppliers, etc. - Describe preparing meeting agenda, relevant documents and communicate it with respective stakeholder - Describe checking the readiness of event / meeting venue and coordinate for the event / meeting - Describe recording Minutes of the Meeting (MoM), prepare actionable and circulate it with the respective stakeholders after approval - Explain collecting data and information from respective sub sector - upstream/midstream/downstream or department as per instruction from reporting officers - Describe recording documents as per file indexing - Explain how to prepare draft letter, documents, contracts, permits, licenses, presentation, etc. and get it approved before sending it to stakeholders - Describe handling travel arrangements such as booking flights/train, accommodations, local transportation, visas, etc.				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		• Describe coordinating with respective stakeholders during travel • Explain assisting in preparing travel expenses • Describe coordinating with finance department for reimbursements of expenses • Explain how to manage and maintain office supplies, equipment, and facilities are well-maintained and stocked • Describe how to arrange preventive / breakdown maintenance of device or equipment as per SOP • Explain maintaining health and safety compliance as per the relevant regulations and procedures in the oil & gas setup • Describe organizing safety training sessions and maintain safety-related documentation • Describe performing photocopy, scanning, faxing, etc. as and when required • Describe handling procurement processes and manage vendor relationships • Describe determining the objective of the report • Describe collecting data and information from respective plants/offices/oil fields • Explain how to maintain and update MIS subject to hydrocarbon value chain operation and administration • Describe how to analyze and compile the data, prepare the report using statistical analysis or data visualization tools in the form of presentations				

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		• Describe ensuring accuracy and relevance of the data, revise if necessary • Explain how to add executive summary at the beginning of the report to provide a brief overview and interpret it properly • Explain how to assist in distributing the digital and physical report with the relevant stakeholders				
3.	**NOS Name- Maintain confidentiality and work ethic** **NOS Code** - HYC/N9403 **Version -** 1.0	• Describe how to follow SOP and company policy, maintain a high level of professionalism • Explain avoiding conflicts of interest in the office • Describe obtaining consent for handling personal information • Explain how to respect the privacy, avoid sharing personal or sensitive information of organization without consent • Describe how to handle confidential information with care, access and share confidential information when necessary and authorized • Describe how to Follow ethical behavior towards colleagues, clients and stakeholders • Explain reporting any breaches of confidentiality or unethical behavior	**10**	**40**	**50**	**50**
4.	**NOS Name- Working effectively in a team** **NOS Code** - HYC/N9301	**Effective team work** • Describe methods to communicate clearly with the colleagues, supervisor and reporting authorities • Explain how to share information in line with organizational requirements	**20**	**30**	**50**	**50**

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
	Version - 6.0	• Explain the importance of supporting and respecting colleagues and other members of the organization without any bias based on gender, culture, disability etc. • Describe fulfilling commitments made to colleagues • Explain how to inform team members timely, if timelines can't be met • Describe ways/methods to resolve interpersonal conflict • Explain the importance of gender-neutral behavior while interacting with others				
5.	**NOS Name-** Maintain health, safety and security procedures **NOS Code** - HYC/N9302 **Version -** 5.0	**Practice health and safety measures** • Explain importance of using PPE like face mask, hand gloves, goggle, protective clothing/equipment, etc. at workplace. • Explain how to monitor the health and safety of self and other team members • Explain how to identify possible causes of risk or accident in the workplace • Explain the hazard and risk associated with mishandling various tools and equipment. • Show the correct way to lift heavy objects. • Demonstrate how to follow safety signages **Follow fire safety procedures** • Demonstrate how to use fire extinguishers • Demonstrate various rescue techniques • Explain the good housekeeping practices to prevent any hazard	24	46	50	50

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		• Describe list issues concerning the safety in work place				
		• Explain how to record and report all incidents, damages or injury				
		• Explain how to follow the applicable regulations and codes as per safety standard				
		• Describe how to prepare incident reports.				
		Follow emergencies, rescue and first-aid procedures				
		• Explain how to provide appropriate first aid to victims in an emergency situation				
		• Demonstrate basic techniques of bandaging				
		• Demonstrate how to respond promptly and appropriately to an accident				
		• Perform rescue activity during an accident in real or simulated environments				
		• Demonstrate correct method to rescue injured people and others during an emergency				
5	**NOS Name-Employability Skills** **NOS Code** – DGT/VSQ/N0101 **Version -** 1.0	• 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	20	30	50	50

S. No	Module/NOS Name, Code, Version	Outcomes	Assessment Marks		Passing Percentage	
			Th.	Pr.	Th.	Pr.
		• Entrepreneurship • Customer Service • Getting ready for apprenticeship & jobs				
	Total Marks		**124**	**246**	**50**	**50**

Glossary

Term	Description
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 organization.
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.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.

Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/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 atleast 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.

Acronyms

Acronym	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OS	Occupational Standard(s)
QP	Qualifications Pack
KU	Knowledge and understanding
GS	Generic Skills
DMA	Direct Marketing Agent
PNG	Piped Natural Gas
FAQ	Frequently Asked Questions
BP	Business Partner
KYC	Know Your Consumer
FAB	Feature Advantage Benefit

Annexure 1: Tools and Equipment

List of Tools and Equipment

The tools and equipment required are:

S. No.	Tool / Equipment Name	Specification
1	**Office Tools:** Laptop Latest Version - 01 No. Laser Printer - 01 No. Photocopier Machine (Network Ready) with Scanner - 01 No. Printer Table - 02 Nos. Glazed White Board – 8x4 - 01 No. Book Case - 02 Nos. Steel Almirah - 02 Nos. Fax Machine (Latest Model) - 01 No. Broadband Connection or Wi-Fi - 01 No. LED TV 36 Inch - 01 No. Interactive Board - 01 No. LCD Projector - 01 No. Air Conditioners 1.5 Ton with CVT - 02 Nos.	NA
2	**Stationary Equipments:** Shorthand Pencil - 20 Dozen Shorthand Note Book - 20 Dozen Eraser - 20 Nos. Sharpener - 20 Nos. Scale (12") - 20 Nos. Cutter - 20 Nos. Photo Copy Paper/A3A - 20+05 Reams Correcting Fluid Pen - 20 Nos. Cloth Duster - 12 Dozen Pen - 20 Nos. Stapler (Small and Big) - 20 Nos.	NA

	File Folder - 20 Nos. White Board Marker - 40 Nos. White Board Duster - 06 Nos. Printer Cartridge - 04 Nos. DMP Stencil (For Computer) - 60 Nos. Cleaning Liquid - 4 Bottles Box-File Medium Size A4 - 20 Nos. Awl Pins/Gem Clips - 4 Pkts (2 Each) Scissor - 2 Nos. Dustbin - 4 Nos. Glue stick - 20 Nos. CD Plain - 40 Nos. CD (WR) - 40 Nos. Ruled Register - 10 Nos. Paper Highlighter - 20 Nos. Sketch Pens - 4 Pkts Cello Tape/Brown Tape with Dispenser - 1 Dozen Paperweight - 2 Dozen Drawing Pins - 2 Pkts. Staple Pin Size-No. 10 - 20 Nos	
3	**Register:** Inward Mail Register - 1 No. Postal Expenditure Register - 1 No. Peon Book - 1 No. Visitors Register - 1 No	NA
4	**Personal Protective Equipment (PPE):** Safety helmet, safety glasses, ear protection, respiratory protection (if required), protective gloves, safety boots.	NA

Classroom Aids

The aids required to conduct sessions in the classroom are:

1   Projector
2   Computer/laptops
3   Internet connectivity
4   Whiteboard

Annexure 2: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the apprentice on the requiredcompetencies of the program.

The overall assessment strategy and specific arrangements, which have put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

The assessment of candidates/trainees will be on the basis on assessment outcome/assessment criteria of the Qualification. In the assessment criteria for each NOS marks have been defined for theoretical and practical skills, on which the candidate will be assessed. The emphasis is on 'learning-by-doing' and performance criteria is based on the practical demonstration of skills and knowledge.

Theory/Knowledge test – This section will test the trainee on his/her knowledge on the subject/trade. The test will be carried out online/offline with a set of random Question paper that include multiple choice questions in multilingual, True/False Statement, audio-video question etc. The Question Bank will be developed by Subject Matter Experts (SME) of the hydrocarbon sector and these questions again be vetted by the Industry Experts, each performance criteria have its marks for theory based on the level of question i.e. easy, medium and difficult.

Practical/Demonstration Test – This stage involves the face-to-face interaction between Assessor and each trainee. The practical knowledge will be tested through trade test which demonstrates the skill required for the job, by which assessor would be able to evaluate the trainee for his/her practical knowledge on respective Qualification.

To ensure the maximum possible consistency in the assessment by different assessors at different locations, orientation of the assessors is also required about the stages involved in the assessment and the assessor role in the assessment process. The assessor must have knowledge of the following concepts before assessment:

- Qualification Pack Structure
- Guidance for the assessor to conduct theory and practical assessments
- Guidance for trainees to be given by assessor before the start of the assessments.
- Guidance on assessments process, practical brief with steps of operations practical observation checklist

- Practical/Demonstration Test guidance for uniformity and consistency.
- Guidance on assessment evidence collection (signed attendance copy, verification of the authenticity of the candidate by checking the photo IDcard, Photographs-while assessment undergoing etc.)

The empaneled assessment agencies will be instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document withits assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to ideally have assessor with sufficient amount of relevant industry experience related to Qualification. The assessors will also have scrutinized and have to undergo orientation of assessment framework, competency-based assessments etc.

Annexure 3: Mode of Training

The following Modules/NOS may also be delivered online for which the resources are provided in the given table.

S. No.	Module Name/NOS Name (As Per Curriculum)	Name of Mapped Online Component	URL of Mapped Online Component
	NA	NA	NA

Infra requirement:

- **NA**