



QUALIFICATION FILE

LPG Mechanic

Short Term Training (STT) Long Term Training (LTT)

Apprenticeship

Upskilling Dual /Flexi Qualification For TOA

General Skill Multi Skill (MS) Cross Sectorial (CS) Future Skills OEM

Future Skill

NCrF/NSQF Level: 3

Submitted By:

Hydrocarbon Sector Skill Council

Chief Executive Officer

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Section 1: Basic Details

1.	Qualification Name	LPG Mechanic																
2.	Sector/s	Hydrocarbon																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification:	Qualification Name of existing/previous version:															
4.	a. OEM Name b. Qualification Name (Wherever applicable)																	
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	2022/HYC/HSSCI/06773	6. NCrF/NSQF Level: 3															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	Individuals at this job need to do installation of LPG cylinders for the new connection at customer's premises (domestic, commercial and industrial), while following standard safety procedures. The individual is also responsible for creating customer awareness on safe usage of LPG and allied equipment as well as DO's and DON'T's in case of emergency and must have technical knowledge for attending complaints of LPG and allied products. The job also requires to carry out mandatory inspection periodically at customer premises and attending emergency complaints within specified timeline. The personnel must demonstrate customer centricity and foresee potential obstacles and hazards that may occur.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5th Grade Pass</td> <td>4-years of relevant experience</td> </tr> <tr> <td>2</td> <td>8th Grade Pass</td> <td>1-years of relevant experience</td> </tr> <tr> <td>3</td> <td>9th Grade Pass</td> <td></td> </tr> <tr> <td>4</td> <td>8th Grade Pass plus 1-year of National Trade Certificate (NTC) after 8th</td> <td></td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	5th Grade Pass	4-years of relevant experience	2	8th Grade Pass	1-years of relevant experience	3	9th Grade Pass		4	8th Grade Pass plus 1-year of National Trade Certificate (NTC) after 8th	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1	5th Grade Pass	4-years of relevant experience																
2	8th Grade Pass	1-years of relevant experience																
3	9th Grade Pass																	
4	8th Grade Pass plus 1-year of National Trade Certificate (NTC) after 8th																	
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	11	11. Common Cost Norm Category – Category (II)															
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	105:00	195:00	30:00		330:00
	Online						
		<i>(Refer Blended Learning Annexure for details)</i>					
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO/2015 Nil					
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	<i>Supervisor-LPG Distribution</i>					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No					
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:					
19.	How Participation of Women will be Encouraged	This job is gender neutral and focus during training should be on enrolment of women in each batch. SSC will encourage the TP and other training bodies to enrol women candidates.					
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. SK Bose Email: ceo@hsscindia.in Contact No.: +91 9871115360 Website: www.hsscindia.in					
23.	Final Approval Date by NSQC: <i>17-11-2022</i>	24. Validity Duration: Three Years from the date of Approval			25. Next Review Date: <i>16-11-2025</i>		

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj. -Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Pr oj.	Viv a	Total	Weight age (%) (if applicable)
1.	Module 1: Introduction to Hydrocarbon sector and the job role of LPG Mechanic	HYC/N3401	Bridge /Core	3	3.7	06:00	00	00	00	111	00	00	00	00	00	
2.	Module 2: Carry Out Installation of LPG Cylinders at Customer Premises with adherence to Safety			3		30:00	60:00	15:00	00		148	152	00	00	300	
3.	Module 3: Attending Complaints of LPG Leakage, Allied LPG Equipment's & Non-functioning of Equipment	HYC/N3402	Core	3	2.3	24:00	30:00	15:00	00	69	76	74	00	00	150	20
4.	Module 4: Carry Out Mandatory Inspection of Consumer Premises Once in Every Two Years	HYC/N3403	Non-Core	3	1.5	15:00	30:00	00:00	00	45	38	37	00	00	75	20
5.	Module 5: Maintain Health and Hygiene Habits	HYC/N3103	Non-Core	3	1.5	15:00	30:00	00:00	00	45	20	30	00	00	50	20
6.	Module 6: Employability Skills	DGT/VSQ/N01 02 V 1.0	Core	3	2	15:00	45:00	00	00	60	20	30	00	00	50	20
Duration (in Hours) / Total Marks					11	105	195	30	00	330	302	323	00	00	625	100

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 50%** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 2 year of training experience in relevant field
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 1 year of training experience in relevant field
	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12 th pass or ITI pass with 5 year of relevant industry experience and 2 year of training experience in relevant field
	Assessment Mode (Specify the assessment mode)	Both – Online and Offline
	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 10 (Due to limited number of Industries available in Oil & Gas Sector; endorsed by MoPNG through Letter)
5.	Estimated nos. of persons to be trained and employed: LPG Mechanic is the person who responds first, in case of any LPG leakage or emergencies at customer premises and he is the one-point contact. Further, LPG Mechanic has to conduct mandatory checks during installation of new connections. He should possess the requisite knowledge & skills and should be trained to handle emergencies and mandatory checks. Each of the Oil Companies have their independent training programme for the work force working at Gas Agencies. However, there are no standard training / Qualification Pack all across the Oil Industry, which the work force should possess at the time of induction for performing the job role of LPG Mechanic. Hence need was felt by the Ministry of Petroleum & Natural Gas (MOP&NG) in consultation with the members of Industry Task force of HSSC, to develop Qualification Pack for this trade.

	<p>There are around 18500 LPG Distributorships across the country and many of the distributors are having limited number of LPG Mechanics. For attending complaints and carrying out mandatory inspections, for every 4000 customers, one LPG Mechanic is required. With Pradhan Mantri Ujwala Yojana (PMUY) also came into effect, and to ensure LPG usage in every house hold, number of consumers will increase enormously.</p> <p>In order to carry out mandatory inspections in every customer premises, attending to LPG leakage complaints 24/7 and to conduct safety clinics, recruitment of new LPG Mechanics is to be done, with a target to provide one LPG Mechanic for every 4000 customers. There are around 18500 LPG Distributorships across the country with a strength of approximately 54,000/- engaged as LPG Delivery Personnel. Taking into consideration the no. of personnel deployed at each Gas Agency, business expansion plan and attrition rate, it is envisaged that in the next 5 years the numbers would add up to 20,000. Needless to mention, that such an enormous number of work force should have the skill-set for performing the job role, which deals with flammable product</p>
6.	<p>Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>The Ministry of Petroleum & Natural Gas (MoPNG) which is the Line Ministry for Hydrocarbon Sector has been requested to accord the concurrence</i></p> <p>If “No”, why:</p>

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Annexure: List of tools and equipment relevant for qualification
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Annexure: Detailed Assessment Criteria
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Annexure: Assessment Strategy
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i>)	Annexure: Offline Learning Mode
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	Annexure: NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Annexure: Acronym and Glossary
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Supporting Document: Model Curriculum
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Supporting Document: Career Progression – Occupational Map
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Supporting Document: Occupational Map
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Supporting Document: Assessment SOP
12.	Any other document you wish to submit:	Any other document you wish to submit: NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/ NSQF Level
Professional Theoretical Knowledge/Process	The LPG Mechanic at this job need to install the LPG cylinders new connection at the customer premises, while following standard safety procedures. The individual must also complete the financial transaction for the service rendered	The activities for this Qualification are the familiar and routine activities in nature and he handles all this independently (with minimal supervision).	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual needs to know and understand the LPG gas cylinders and its uses/ characteristics of LPG and the system of filling LPG cylinders and how LPG cylinders are checked to ensure there is no defects The individual needs to know the tools, equipment and other requirements to be carried while on installing and method to fit the cylinder in the consumer's kitchen The individual desired to have the fair knowledge of it operation.	The individual shall have knowledge various activities to be performed during operation and procedure He/she should know the safety standards and causes of fire and safety precautions in case of Cylinder leakage	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual should must able to read and interpret information correctly from various job specification documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language The Individual should understand the latent needs of the customer and maintain a positive and effective relationship with the customer The Individual should also be expected to explain the safe use of LPG cylinders and tips to save fuel to the consumers	The individual will demonstrate practical skill, which are routine and repetitive using appropriate rule, tools and quality concepts The individual must have capacity to apply professional skills needed to operate equipment with the understanding of principles needed to explore and adapt systems.	3
Broad Learning Outcomes/Core Skill	The individual is expected to have basic communication skills to fill appropriate forms, process charts and activity logs, etc. and also understand application of basic arithmetic principles. The individual should able to read and understand manuals, work orders, health and safety instructions, memos, reports etc.	The individual will be able to communicate well within or outside the organization and conduct in always, which show a basic understanding of the social and professional environment of working in workplace The individual is expected to conduct themselves in ways, which show a basic understanding of the social and professional environment of working environment.	3
Responsibility	The Individuals is responsible to perform the job of installation of LPG cylinder of the new connection at customer premises, while following standard safety procedures. The individual is directly responsible for the	The LPG Mechanic is majorly responsible for his own job and self-learning process which justifies the pegging of the QP at level 3 and not directly involved in some learning of others (which is a	3

	outcome and responsible for own work and learning process which justifies the pegging of the QP at level 3	requirement for Level 5). In his routine activity, he is free from supervision.	
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Commercial burners, LPG Cylinder (Functional & Damaged - one each) all capacities, Stainless steel wire brushes, Quick shutoff valve, Details of commercial Installations, Non sparking cutting plier, Small hacksaw hand blades, Set of metric spanners or wrenches mainly open-end wrench , combination wrench , flat nut wrench , tube wrench , line wrench ,adjustable wrench , pipe wrench& allen wrench, Graphite grease, LPG Cylinder cut models , O ring, Hot plates 3 or 4 types, O-ring inserter and remover, SC valve tester, LPG commercial Installation manifold, Needle Nose pliers, Commercial regulator, Chisel, Small Class B fire extinguisher, Standard Uniform if any, LPG cylinder SC valve, LPG Pressure Regulator, Teflon tape, O ring tester, Bent nose pliers, LPG cylinder SC valve cut models, Soap, Various type of SC valve Caps, Round wire brush, Brass wire brushes, Aprons, Hammer, Safety posters, Magnetic type slot screw driver and fastener Blade width ranges/fastener, Slip joint pliers, Combination pliers, First aid kit, LPG domestic House meter, Various types of Seals, LPG bank Installation-Regulator & Hoses,		

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White / Black board and Projector
2. Digital Presentation
3. Computer/Laptop
4. Public Addressing System

Annexure: Industry Validations Summary*

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	IOCL	Shri Amit Gupta	DGM(HRD)		8588855975	amitgupta@indianoil.in	
2	HPCL	Shri Imtiyaz Arshad	CGM - SD		9819839850	iarshad@hpcl.in	
3	ONGC	Smt. Shashi K Prasad	Group General Manager (HR)		9968282600	shashik_prasad@ongc.co.in	
4	GAIL	Dr. R.S. Velmurugan	CGM (HR)		9818866480	RS.VELMURUGAN@GAIL.CO.IN	
5	BPCL	Shri Raman Malik	GM - Admin & CSR - HRS		8939500373	malikr@bharatpetroleum.in	
6	OIL	Shri Ranjan Goswami	CGM (PR)		9810548249	goswamir@oilindia.in	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities

Data to be provided year-wise for next 3 years

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
HYC/N 3401 Carry out installation of LPG cylinders at customer premises with adherence to safety	PC1. Visit the Distributor Show Room, collect the new customer details, address, phone number etc. as per the day's schedule and plan installation.	5	5		
	PC2. Ensure the tool kit is ready with all the essential tools and replenish the required consumables	5	5		
	PC3. Ensure all the requisite details are printed on the documents carried.	5	5		
	PC4. Carry ID card provided by Distributor at all times, and wear proper uniform while visiting the customer premises for installation.	2	3		
	PC5. Ensure sufficient ventilation in the place where filled LPG cylinders are to be kept.	5	5		
	PC6. Ensure that ventilation for cupboards is provided, if cylinders are placed in the cupboard (Domestic) OR	2	2		
	PC7. Ensure sufficient space for keeping cylinder in vertical position only	2	3		
	PC8. Ensure to stick the tear off slip with 'house-lock' intimation on the customer's main door if the house is locked, and inform the showroom supervisor accordingly	3	2		
	PC9. Ensure availability of Fire Extinguishers (DCP / CO2), two buckets filled with water, two buckets filled with sand are available at Industrial and Commercial Installation	3	3		
	PC10. Ensure specification of Fire Extinguishers is as per IS 6044 (Part 1 : 2000)	2	2		
	PC11. Greet the customer	0	2		
	PC12. Educate the customer on properties of LPG and safe usage of LPG equipment	3	4		
	PC13. Avoid making noise while installing and moving the cylinder in the house.	1	1		
	PC14. Roll the cylinder on foot ring to the kitchen	1	1		
	PC15. ensure there are no other inflammable items in the kitchen and no open flames during installation	3	3		
	PC16. Ensure cylinders to be installed in vertical position with valve on top and safety cap tied on to the stay plate of the cylinder	5	5		
	PC17. Ensure to place hot plate / stove at a higher level than the cylinder	3	2		
	PC18. Ensure that there are no T-joints between cylinder and stove / hot plate	3	2		
	PC19. Ensure cylinders are not installed or used below ground level, in cellar / basement	3	2		
	PC20. Ensure no trolley is used for keeping cylinders in domestic / industrial installation	3	2		

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PC21. Open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	2	3		
PC22. Check for any leakage in the cylinder (from the joint and valve)	5	5		
PC23. Check the pressure regulator and rubber hose while installing the cylinder	5	5		
PC24. Ensure to switch on the regulator	0	1		
PC25. Switch on the gas stove to make sure that flame is ignited	0	3		
PC26. In case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the Godown.	5	5		
PC27. In case of faulty O-ring, replace it	2	1		
PC28. Demonstrate the use with a live demo to the customer	6	6		
PC29. Switch off the knob of the gas stove and also the regulator	0	1		
PC30. Ensure all equipment such as pressure regulator and other installation material (domestic / industrial / commercial installation) comply with distributing company's stipulations and adhere to IS specifications, wherever applicable. OR	3	3		
PC31. Ensure BIS standards while carrying out installation for industrial purpose	2	2		
PC32. Ensure usage of ISI mark rubber tube without any cover / insulation	2	3		
PC33. Ensure cylinders are installed at places which are free from overheating, proximity to steam pipes and boilers	3	3		
PC34. Ensure cylinders are installed at places free from obstruction / prone for damage or vulnerable to unsafe conditions OR	2	2		
PC35. Ensure cylinders are placed at least 1 meter away from culverts / depressions / openings to prevent hazardous collection of gas	3	3		
PC36. Explain the safety instructions for using the LPG cylinder to the customer	5	5		
PC37. Provide details of emergency contacts and online complaint service to the customer	5	5		
PC38. Obtain the customer's signature on the counter slip and retain the copy	2	2		
PC39. Update the serial number, date of installation in the customer's book	2	2		
PC40. Communicate politely to the customer against unsafe practices	3	3		
PC41. Inform the customer about available ARB products at his distributorship	2	1		
PC42. Ask the customer for feedback, record the same and convey the same to the showroom staff	5	5		
PC43. Thank the customer before leaving	0	2		
PC44. Return the relevant documents/feedback form to showroom	3	0		
PC45. Create customer awareness regarding safe usage of LPG and allied equipment	5	5		
PC46. Conduct Safety Clinic on a weekly basis	5	5		
PC47. Ensure customer always use ISI mark hot plate and Suraksha LPG hose	5	5		

	PC48. Educate customer on safe usage of LPG / LPG equipment (cylinder, valve, regulator, gas stove) during every visit, including installation & post installation	7	7		
	Total Marks	148	152		
HYC / N 3402 Attending complaints of LPG leakage, allied LPG equipment's & non-functioning of equipment	PC1. Receive the complaint	2	3		
	PC2. listen to the customer attentively and politely respond to them	5	5		
	PC3. Attend leakage complaints within 30 minutes	5	5		
	PC4. Attend complaints on stoves / burners within 24 hours	5	5		
	PC5. ensure clarity, honesty and transparency while dealing with customers	5	5		
	PC6. provide excellent service to existing customers	3	2		
	PC7. build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc	2	3		
	PC8. create an awareness on the various schemes and benefits for customers by using various marketing strategies	5	2		
	PC9. increasing the brand value of the LPG Agency	2	2		
	PC10. ensure customers' expectations are met	2	2		
	PC11. tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency	5	5		
	PC12. convey customers' feedback (especially, negative feedback) to concerned authority	5	5		
	PC13. Receive regular feedback from the customers on current service, complaints and improvements to be made	5	5		
	PC14. understand the customer's needs for service quality requirements	5	5		
	PC15. resolve all complaints within 48 hours and convey it to concerned authority	5	5		
	PC16. maintain a record of all customer complaints and the time frame of their resolution	5	5		
	PC17. ensure that complaints from District Authorities, Tehshildar, Police, Collector etc. are attended & resolved on priority	5	5		
	PC18. carry out root-cause analysis of repetitive complaints to avoid recurrence	5	5		
	Total Marks	76	74		
HYC / N 3403 Carry out mandatory inspection of consumer premises once in every two years	PC1. Carry out Mandatory Inspection for all customers under the Gas agency, as per the "mandatory inspection format for domestic gas installation" checklist or through mobile app.	10	10		
	PC2. Inform customer in advance regarding the mandatory inspection.	3	2		
	PC3. Wear proper uniform with identity card before going to any customer premises	5	5		
	PC4. Take pictures / photos of defective equipment or unsafe practices witnessed at customer's premises and upload in portal	5	5		
	PC5. Update all inspection points in Inspection Portal on same day, if inspection is carried out with hardcopy check list.	5	5		
	PC6. Explain the need and importance of Mandatory Inspections	5	5		

	PC7. Receive regular feedback from the customers on current service, complaints and improvements to be made	5	5		
	Total Marks	38	37		
HYC/N 3103 Maintain health and hygiene habits	PC1. keep the workplace regularly clean and clear of waste or other litter	1	2		
	PC2. identify poor organizational practices with respect to hygiene and cleaning	2	3		
	PC3. sanitise hands whenever necessary	1	2		
	PC4. maintain personal hygiene habits and practices	2	3		
	PC5. maintain dental hygiene	2	2		
	PC6. report any personal health issues related to injury and infectious diseases	2	3		
	PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing	1	2		
	PC8. wash/wipe hands after coughing and sneezing	2	3		
	PC9. undergo preventive health check-ups at regular intervals	2	2		
	PC10. take prompt treatment from a registered doctor in case of illness	2	3		
	PC11. get appropriate precautionary vaccines regularly	1	2		
	PC12. maintain general sense of hygiene and appreciation for cleanliness	2	3		
	Total Marks	20	30		
DGT/VSQ/N0102 Employability Skills	PC1. Introduction to Employability Skills	2	0		
	PC2. Constitutional Values – Citizenship	1	1		
	PC3. Becoming a Professional in the 21st Century	1	3		
	PC4. Basic English Skills	2	3		
	PC5. Communication Skills	1	1		
	PC6. Financial and Legal Literacy	2	5		
	PC7. Essential Digital Skills	3	7		
	PC8. Diversity & Inclusion	1	1		
	PC9. Entrepreneurship	3	5		
	PC10. Customer Service	2	2		
	PC11. Getting Ready for Apprenticeship & Jobs	2	2		
		Total Marks	20	30	
	Grand Total	302	323		

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email

- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- HSSC monitors the assessment process & records

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) of Hydrocarbon Sector are verified by the Industry Experts, each performance criteria have its marks for theory based on the level of question i.e., easy, medium and difficult.
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random crosschecking with candidate over audio/video call or physical visit
- Random audit of the batch

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

7. **On the Job:**

1. The evidence record of OHT will be done through organized Monitoring Reports
2. During the OJT, every trainee is required to fill the OJT monitoring report which is required to be signed by his/her supervisor and the HR of that company.
3. During assessment, each module will be assessed separately.
4. The candidate must score 60% in each module to successfully complete the OJT.

5. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
6. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf