

Model Curriculum

LPG Delivery Personnel

SECTOR: HYDROCARBON
SUB-SECTOR: DOWNSTREAM
OCCUPATION: LPG DISTRIBUTION
REF ID: HYC/Q3201, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HYDROCARBON SECTOR SKILLS COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'LPG Delivery Personnel' QP No. 'HYC/Q3201 NSQF Level 4'

Date of Issuance: June 22nd, 2017

Valid up to: June 21st, 2019

* Valid up to the next review date of the Qualification Pack



Authorised Signatory
(Hydrocarbon Skill Development Council)

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LPG Delivery Personnel

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “LPG Delivery Personnel”, in the “Hydrocarbon” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	LPG Delivery Personnel		
Qualification Pack Name & Reference ID. ID	HYC/Q3201		
Version No.	1.0	Version Update Date	19-04-2017
Pre-requisites to Training	Class X, Preferably		
Training Outcomes	<p>After completing this program, participants will be able to:</p> <ul style="list-style-type: none"> Deliver LPG Cylinder to Consumers: perform pre-delivery, delivery and post-delivery activities. collect and plan delivery of the cylinder to the right address, install the cylinder at the consumer's kitchen in a safe and sound conditions, collect payment and complete financial transaction Assist in Upkeep and maintenance of LPG cylinders storage area: obtaining the delivery requisites and assisting the godown keeper in upkeep and maintenance of LPG storage area Maintain Safe & Secure Working Environment: Ensure safe and secure working environment to avoid hazards while dealing with LPG cylinders. Ensure safety while handling CNG (during an emergency), follow safety and emergency procedure in case of fire Maintain Health & Hygiene Habits: Follow personal hygiene practices, take precautionary health measures 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “LPG Delivery Personnel” Qualification Pack issued by “Hydrocarbon Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Introduction, importance operations and maintenance 	
2	<p>Deliver LPG Cylinders to Consumers</p> <p>Theory Duration (hh:mm) 26:00</p> <p>Practical Duration (hh:mm) 53:00</p> <p>Corresponding NOS Code HYC/N 3201</p>	<ul style="list-style-type: none"> Visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery Carry sound cylinders for out pre-delivery checks (weight, body leak, bung leak, seal, etc.) Ensure that the tool kit is ready with all the essential tools and replenish the required consumables Carry filled cylinder in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly Understand that if house is found locked, stick the tear-off slip with 'house-lock' intimation on the consumer's main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns Carryout the weigh the cylinder in the presence of the consumer to verify weight as per standards Ensure to roll the cylinder on foot ring to the kitchen Ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill Remember to switch off the knob of the gas stove and also the regulator Conduct a Pre-Delivery Check 	<ul style="list-style-type: none"> Pictorial presentation Sample SOP Flip chart Sample job card Classroom White Board and Markers LCD Projector, laptop and speakers One cylinder One LOT cylinder Gas stove Pressure regulator Rubber hose pipe Safety cap O ring O-ring inserter and remover Portable weighing scale Adaptors – click-on type (allowed) and screw type (not allowed)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>(PDC)</p> <ul style="list-style-type: none"> • Ensure to replace the empty cylinder with a new refill • Understand in case of new connection follow the SOP for new connection installation • Check the pressure regulator and rubber hose while replacing the cylinder • Check for any leakage in the cylinder (from the joint and valve) • Switch on the regulator • Check gas stove to be sure that flame is ignited • 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 • Explain the safety instructions for using the LPG cylinder to the consumer • Provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return the balance amount (if any) in case of cash payment • Ensure to obtain the consumer's signature on the counter slip and retain the copy • Update the serial number, date of delivery in the consumer's book and complete the transaction on Ezy Gas App • Politely communicate to the consumer against unsafe practices • Ensure to inform the consumer about available schemes/ARB products, important/emergency numbers • Ensure to ask the consumer for feedback, record the same and convey the same to the showroom staff • Brief the consumer, if has a single cylinder, to go for double cylinder, to ensure that he/she has uninterrupted supply of LPG • Inform the distributor about any unsafe practices observed at the consumer's premises (e.g. using LPG stove on the floor, using the 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		green rubber hose, using 'T' joint for connecting two burners, etc.)	
2	<p>Assist in Upkeep and Maintenance of LPG Cylinders Storage Area</p> <p>Theory Duration (hh:mm) 11:00</p> <p>Practical Duration (hh:mm) 28:00</p> <p>Corresponding NOS Code HYC/N 3202</p>	<ul style="list-style-type: none"> Check the delivery requirements as per the schedule with the showroom staff Check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. And update the schedule Ensure to inspect and identify the cylinders fit for delivery Mark the defective cylinders during inspection and move it to the designated area Perform quick inspection of the vehicle to be taken for the day's trip and ensure it is in suitable working condition Load the LPG cylinders that are fit for delivery in the vehicle following the safety precautions and guidelines Ensure that MRP/price tags are available on all commercial cylinders Collect all the necessary documents, devices, tool kit, etc. For delivery on every trip Stay alert and observant to notice potential hazards in and around the storage area Alert the godown keeper/appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area Always adhere to the safety guidelines 	<ul style="list-style-type: none"> Trainer Guide Participant hand book Escalation matrix chart Class Room White Board & Markers LCD Projector
3	<p>Maintain Safe and Secure Working Environment</p> <p>Theory Duration (hh:mm) 11:00</p> <p>Practical Duration (hh:mm) 28:00</p>	<ul style="list-style-type: none"> Collect the LPG cylinders from the godown or storage points after performing pre-delivery checks Follow safety norms while transporting the cylinders to the consumer Identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority 	<ul style="list-style-type: none"> Safety cap Safety instruction chart Safety tips chart for conserving LPG Leak detectors First aid kit

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code HYC/N 3102	<ul style="list-style-type: none"> Comply with organization's current safety, security and environmental policies and procedures Report any identified breaches in safety, security and environmental policies and procedures to the designated person (distributor/sales officer) Report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected Identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person) 	
4	Maintain Health and Hygiene Habits Theory Duration (hh:mm) 11:00 Practical Duration (hh:mm) 28:00 Corresponding NOS Code HYC/N 3103	<ul style="list-style-type: none"> Sanitize hands whenever necessary Ensure to maintain dental hygiene Ensure cleanliness and maintain a well-groomed look Report on personal health issues related to injury and infectious diseases Use a tissue, cover the mouth and turn away from people and food items while sneezing or coughing Wash/wipe hands after coughing and sneezing Undergo preventive health check-ups at regular intervals Take prompt treatment from the doctor in case of illness and injuries Get appropriate precautionary vaccines regularly Have a general sense of hygiene and appreciation for cleanliness 	<ul style="list-style-type: none"> Safety play cards Safety regulation manual
	Total Duration Theory Duration 60:00 Practical Duration 140:00	Unique Equipment Required: <ul style="list-style-type: none"> Sample SOP, flip chart, sample job card, one cylinder, one LOT cylinder, gas stove, pressure regulator, rubber hose pipe, safety cap, O ring, O-ring inserter and remover, portable weighing scale, adaptors – click-on type (allowed) and screw type (not allowed), Safety cap, Safety instruction chart, safety tips chart for conserving LPG, leak detectors, safety play cards and safety regulation manual and first aid kit. 	

Grand Total Course Duration: **200Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Hydrocarbon Sector Skill Council)

Trainer Prerequisites for Job role: “LPG Delivery Personnel” mapped to Qualification Pack: “HYC/Q3201, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HYC/Q3201”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	12th Class Pass or ITI Pass
4a	Domain Certification	Certified for Job Role: “LPG Delivery Personnel” mapped to QP: “HYC/Q3201”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%.
5	Experience	Minimum 5 years of industry experience in relevant job role and a Minimum of 1 years Training experience in relevant job role.

Annexure: Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role LPG Delivery Personnel

Qualification Pack HYC/Q3201

Sector Skill Council Hydrocarbon Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: [225]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3201 Deliver LPG Cylinders to Consumers	PC1. visit the godown to collect the refill LPG cylinders as per the day's distribution schedule and plan of delivery	225	2	2	
	PC2. collect sound cylinders from the godown after carrying out pre-delivery checks (weight, body leak, bung leak, seal, etc.)		10	5	5
	PC3. ensure the tool kit is ready with all the essential tools and replenish the required consumables		2		2
	PC4. collect the cash memos/POS machines/mobiles/any other delivery documents from the godown/ showroom and carry them along for delivery		2		2
	PC5. ensure all the requisite details are printed on the cash memo		2		2
	PC6. carry a portable weighing machine to check the weight of the cylinder		5	2	3
	PC7. keep the delivery vehicle ready		3		3
	PC8. check the consumer's address and delivery time instructions		2	2	
	PC9. always carry the filled cylinder		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: [225]		Total Marks	Out Of	Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes				
	in vertical position and when rolled the cylinder must be rolled on the foot ring and not on its belly				
	PC10. in case the house is found locked, stick the tear-off slip with 'house-lock' intimation on the consumer's main door. Alternatively, update the Ezy Gas App with refill returns and reason for the returns	7	3	4	
	PC11. greet the consumer	5	2	3	
	PC12. weigh the cylinder in the presence of the consumer to verify weight as per standards	5	2	3	
	PC13. avoid making noise while carrying and moving the cylinder in the house	5	2	3	
	PC14. roll the cylinder on foot ring to the kitchen	5	2	3	
	PC15. ensure there are no other inflammable items in the kitchen and no open flames during delivery and checking of new refill	7	3	4	
	PC16. switch off the knob of the gas stove and also the regulator	7	3	4	
	PC17. conduct a Pre-Delivery Check (PDC) as mentioned in PCs 18-28	-	-	-	
	PC18. replace the empty cylinder with a new refill	5	2	3	
	PC19. in case of new connection follow the SOP for new connection installation	10	5	5	
	PC20. check the pressure regulator and rubber hose while replacing the cylinder	7	3	4	
	PC21. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	10	5	5	
	PC22. check for any leakage in the cylinder (from the joint and valve)	10	5	5	
	PC23. switch on the regulator	5	2	3	
	PC24. light a matchstick	5	2	3	
	PC25. switch on the gas stove to make sure that flame is ignited	5	2	3	
	PC26. in case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the godown	7	3	4	
	PC27. in case of faulty O-ring, replace it	5	2	3	
	PC28. in case of new connection, demonstrate the use with a live demo	10	5	5	
	PC29. explain the safety instructions for using the LPG cylinder to the consumer	10	5	5	
	PC30. provide the cash memo to the consumer, collect the cost in cash, card, e-wallet or other appropriate mode and return	7	3	4	

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

Compulsory NOS				Marks Allocation		
Total Marks: [75]		Assessment outcomes	Total Marks	Out Of	Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes					
HYC/N 3202 Assist in Upkeep and Maintenance of LPG Cylinder Storage Area	PC1. check the requirements as per schedule with the godown keeper	75	5	2	3	
	PC2. check with the godown keeper/co-ordinator if there is enough inventory or there has been any cancellations, etc. and update the schedule			5	2	3
	PC4. inspect and identify the cylinders fit for delivery			10	4	6
	PC5. mark the defective cylinders during inspection and move it to the designated area			5	2	3
	PC7. perform quick inspection of the vehicle to be taken for the day's trip and ensure it is in suitable working condition			5	2	3
	PC9. load the LPG cylinders that			10	5	5

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	are fit for delivery in the vehicle following the safety precautions and guidelines				
	PC10. ensure that MRP/price tags are available on all commercial cylinders		5	2	3
	PC11. collect all the necessary documents, devices, tool kit, etc. for delivery on every trip		10	5	5
	PC12. be alert and observant to notice potential hazards in and around the storage area		5	2	3
	PC14. alert the godown keeper/ appropriate authorities if any other material(s) other than LPG cylinders are stored in the storage area		5	2	3
	PC15. always adhere to the safety guidelines		10	5	5
			75	33	42

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

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	person in accordance with organizational procedures and warn other people who may be affected				
	PC7. identify and suggest opportunities for improving safety and security to the designated person (distributor/sales person)		10	5	5
		Total	75	37	38

Compulsory NOS				Marks Allocation	
Total Marks: [75]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3103 Maintain Health and Hygiene Habits	PC1. sanitise hands whenever necessary	75	5	2	3
	PC2. maintain dental hygiene		5	2	3
	PC3. ensure cleanliness and maintain a well-groomed look		15	7	8
	PC4. report on personal health issues related to injury and infectious diseases		10	5	5
	PC5. use a tissue, cover the mouth and turn away from people and food items while sneezing or coughing		5	2	3
	PC6. wash/wipe hands after coughing and sneezing		5	2	3
	PC7. undergo preventive health check-ups at regular intervals		10	5	5
	PC8. take prompt treatment from the doctor in case of illness and injuries		10	5	5
	PC9. get appropriate precautionary vaccines regularly		5	2	3
	PC10. have a general sense of hygiene and appreciation for cleanliness		5	2	3
		Total	75	34	41