

Model Curriculum

Retail Outlet Attendant (Oil & Gas)

SECTOR: HYDROCARBON INDUSTRY

SUB-SECTOR: DOWNSTREAM

OCCUPATION: RETAIL DISTRIBUTION

REF ID: HYC/Q 3101, 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: 'Retail Outlet Attendant (Oil & Gas)' QP No. 'HYC/Q3101 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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Retail Outlet Attendant (Oil & Gas)

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Retail Outlet Attendant (Oil & Gas)”, in the “Hydrocarbon” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Retail Outlet Attendant (Oil & Gas)		
Qualification Pack Name & Reference ID. ID	HYC/Q 3101		
Version No.	1.0	Version Update Date	22-06-2017
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"> • Carry out the vehicle movement to the designated island and manage the queue, confirm the fuel type and quantity of fuel with the customer • Carry out dispense fuel while following the service norms and safety guidelines, process payment • Ensure safe and secure working environment to avoid hazards and accidents, while dispensing and Handling fuel (during an emergency), know about emergency procedures in case of fire • Ensure cleanliness at the workplace and follow good personal hygiene habits and practices • Engage with customers to understand their service requirements, attend customer requirements to achieve customer satisfaction, adhere to service and safety guidelines at all times 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Retail Outlet Attendant (Oil & Gas)” 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) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Understand General Discipline in the class room (Do's & Don'ts) Understand Oil & Gas Sector/Sub-Sector Understand the role of a Retail Outlet Attendant (Oil & Gas) Learn and Practice Basic skills of communication Learn and Practice Basic reading capabilities to enable reading of signs, notices and/or cautions at site. 	<ul style="list-style-type: none"> Pen, pencil, note pad and other training aids
2	<p>Conduct Retail Outlet (Fuel Station) Activities</p> <p>Theory Duration (hh:mm) 26:00</p> <p>Practical Duration (hh:mm) 53:00</p> <p>Corresponding NOS Code HYC/N 3101</p>	<ul style="list-style-type: none"> Ensure to marshal/guide the customer to the designated island and manage queue Stay at the designated island and keep the island in clean condition at all times Ensure to guide the customer to park the vehicle in a way where he/she is able to see the dispensing unit display Make certain that customer switch off the vehicle and his/her mobile for safety Inform the customer of any available schemes/offers in the retail outlet Ask the customer about the required type of fuel and quantity to be filled Confirm the customer's order by repeating the fuel type and quantity Ensure to pre-set the customer's order quantity in the DU after customer has seen Ensure the engine of the vehicle is turned off, ask the customer to vacate the vehicle in case of CNG. In case of two wheelers ask the rider and pillion rider to dismount. Keep the hose at a safe distance from the vehicle Ensure to avoid dragging the hose to make it reach the vehicle for fueling Ensure that the nozzles, vapor guards/caps are in normal position Ensure nozzle cuff guard fits properly over the vehicle tank 	<ul style="list-style-type: none"> Pictorial presentation Shop floor with basic equipment Sample SOP Flip chart Sample job card Classroom White board and markers LCD projector, laptop and speakers Two dispensing units one each for MS & HSD Two underground tanks of at least 9 kl capacity one each for MS & HSD Nos.1 densitometers with calibration certificate Nos.1 thermometers with calibration certificate Stainless steel traffic guiding

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>opening and hold the nozzle till fueling is completed</p> <ul style="list-style-type: none"> • Ensure no one is speaking on the mobile phone around the car while fueling • Remember to show final meter reading and sales amount to the customer and process the payment • Promptly wipe any spillage on the vehicle body • Ensure to provide (automated/manual) bill to the customer, as requested • Provide hard pad for signing the merchant copy in case of card payment • Prompt the customer for checking the air in their vehicle's tyres • Enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle • Remember to obtain feedback from the customer for improvement in service, thank the customer and request them to visit again 	<p>signs in place</p> <ul style="list-style-type: none"> • Electrical room • One Air Tower with calibration chart • Whatman Filter Paper • Calibrated 5 litre jar (for checking quantity along with calibration certificate) • Sales building with lube display, furniture, office equipment
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> <p>Corresponding NOS Code HYC/N 3102</p>	<ul style="list-style-type: none"> • Understand the use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires • Ensure to check the availability of dry sand in buckets in retail outlet • Comply with organisation's current safety, security and environmental policies and procedures • Ensure to report any identified breaches in safety, security, and environmental policies and procedures to the designated person • Identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority • Ensure to report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected • Follow organisation's emergency and fire-fighting procedures • Identify and recommend opportunities for improving safety and security to the designated person 	<ul style="list-style-type: none"> • Classroom • White Board and markers • LCD Projector, laptop and speakers • Safety cap • Safety instruction chart • Safety tips chart • Leak detectors • First aid kit

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Stop filling gas from all dispensers and close all the dispensing point Remember to isolate the gas supply and follow the emergency procedures and shut the power supply Ensure to Push/ direct all the vehicles out of the station and ensure that no one comes in Remember to inform the concerned authority Ensure to change or repair the damaged equipment Start operation only after the control room's approval 	
4	<p>Maintain Health and Hygiene Habits</p> <p>Theory Duration (hh:mm) 11:00</p> <p>Practical Duration (hh:mm) 28:00</p> <p>Corresponding NOS Code HYC/N 3103</p>	<ul style="list-style-type: none"> Ensure to keep the workplace regularly clean and clear of waste or other litter Identify poor organisational practices with respect to hygiene and cleaning Sanitise hands whenever necessary maintain personal hygiene habits and practices Ensure to maintain dental hygiene Report any personal health issues related to injury and infectious diseases Use a tissue, cover the mouth and turn away from people while sneezing or coughing Ensure to wash/wipe hands after coughing and sneezing Undergo preventive health check-ups at regular interval stake prompt treatment from a registered doctor in case of illness Ensure to get appropriate precautionary vaccines regularly Understand general sense of hygiene and appreciation for cleanliness 	<ul style="list-style-type: none"> Trainer Guide Participant hand book Escalation matrix chart Class Room White Board & Markers LCD Projector
5	<p>Maintain Customer-Centric Service Orientation</p> <p>Theory Duration (hh:mm) 11:00</p> <p>Practical Duration (hh:mm)</p>	<ul style="list-style-type: none"> Remember to greet the customer Understand the customer's needs for service quality requirements Receive and record regular feedback from the customers on current service, complaints and improvements to be made Understand ways to treat customers fairly and with due respect Ensure that customer expectations are met 	<ul style="list-style-type: none"> Trainer Guide Participant hand book Escalation matrix chart Class Room White Board & Markers LCD Projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>28:00</p> <p>Corresponding NOS Code HYC/N 3104</p>	<ul style="list-style-type: none"> • Communicate feedback of customers to seniors • Ensure to adhere to service and safety guidelines 	
	<p>Total Duration Theory Duration 63:00 Practical Duration 137:00</p>	<p>Unique Equipment Required: sample SOP, flip chart, sample job card, Two dispensing units one each for MS & HSD, two underground tanks of at least 9 kl capacity one each for MS & HSD, Nos.1 densitometers with calibration certificate, Nos.1 thermometers with calibration certificate, stainless steel traffic guiding signs in place, electrical room, one air tower with calibration chart, Whatman Filter Paper, calibrated 5 litre jar (for checking quantity along with calibration certificate), sales building with lube display, furniture, office equipment, fire buckets with sand, fire extinguishers (Co2 and dry), safety helmet, first-aid kit, safety play cards, safety regulation manual and dust bins.</p>	

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

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

Trainer Prerequisites for Job role: “Retail Outlet Attendant (Oil & Gas)” mapped to Qualification Pack: “HYC/Q 3101, 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/Q 3101”.
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: “Retail Outlet Attendant (Oil & Gas)” mapped to QP: “HYC/Q 3101”. 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 Retail Outlet Attendant (Oil & Gas)

Qualification Pack HYC/Q 3101

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: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3101 Conduct Retail Outlet (Fuel Station) Activities	PC1. marshal/guide the customer to the designated island and manage queue	100	4	1	3
	PC2. stay at the designated island and keep the island in clean condition at all times		3	1	2
	PC3. greet the customer		3	1	2
	PC4. ask the customer to park the vehicle in a way where he/she is able to see the dispensing unit display		4	1	3
	PC5. ask the customer to switch off the vehicle and his/her mobile for safety		4	1	3
	PC6. inform the customer of any available schemes/offers in the retail outlet		3	1	2
	PC7. ask the customer about the required type of fuel and quantity to be filled		4	2	2
	PC8. prompt for tank full		3	1	2
	PC9. prompt for branded products		4	2	2
	PC10. confirm the customer's order by repeating the fuel type and quantity		4	2	2
	PC11. pre-set the customer's order quantity in the DU after customer		4	2	2

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	has seen 'Zero' display, before commencing filling				
	PC12. ask the customer to vacate the vehicle in case of CNG and two wheelers	4	1	3	
	PC13. keep the hose at a safe distance from the vehicle	5	2	3	
	PC14. avoid dragging the hose to make it reach the vehicle for fuelling	5	2	3	
	PC15. ensure that the nozzles, vapour guards/caps are in normal position	5	2	3	
	PC16. ensure nozzle cuff guard fits properly over the vehicle tank opening	5	2	3	
	PC17. hold the nozzle till fuelling is completed	5	2	3	
	PC18. in case of CNG place rubber mat on the battery terminal while filling	4	2	2	
	PC19. ensure no one is speaking on the mobile phone around the car while fuelling	3	1	2	
	PC20. show final metre reading and sales amount to the customer	3	1	2	
	PC21. promptly wipe any spillage on the vehicle body	3	1	2	
	PC22. provide automated/manual) bill to the customer, as requested	4	2	2	
	PC23. provide hard pad for signing the merchant copy in case of card payment	2	0	2	
	PC24. prompt the customer for checking the air in their vehicle's tyres	3	1	2	
	PC25. enquire if the customer needs lubricant, coolant, brake fluid, etc. for the vehicle	3	1	2	
	PC26. obtain feedback from the customer for improvement in service	3	1	2	
	PC27. thank the customer and request them to visit again	3	1	2	
		Total	100	37	63

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3102 Maintain Safe and Secure Working Environment	PC1. use of different types of fire extinguishers: CO ₂ extinguishers for electrical fire and dry extinguishers for other fires	100	10	4	6
	PC2. check the availability of dry sand in buckets in retail outlet		5	2	3
	PC3. comply with organization's		10	5	5

Compulsory NOS				Marks Allocation			
Total Marks: [100]		Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Marks Allocation	
Assessment outcomes	Skills Practical					Theory	Skills Practical
	current safety, security and environmental policies and procedures						
	PC4. report any identified breaches in safety, security, and environmental policies and procedures to the designated person					5	2
	PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority					10	5
	PC6. 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					5	2
	PC7. follow organization's emergency and fire-fighting procedures					10	4
	PC8. identify and recommend opportunities for improving safety and security to the designated person					5	2
	PC9. stop filling gas from all dispensers during an emergency					5	2
	PC10. close all the dispensing point					5	2
	PC11. isolate the gas supply and follow the emergency procedures					5	2
	PC12. shut the power supply					5	2
	PC13. Push/direct all the vehicles out of the station and ensure that no one comes in					5	2
	PC14. inform the concerned authority					5	2
	PC15. change or repair the damaged equipment					5	2
	PC16. start operation only after the control room's approval					5	2
						Total	100
							58

Compulsory NOS				Marks Allocation			
Total Marks: [100]		Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Marks Allocation	
Assessment outcomes	Skills Practical					Theory	Skills Practical
HYC/N 3103 Maintain Health and Hygiene Habits	PC1. keep the workplace regularly clean and clear of waste or other litter			100	20	10	10
	PC2. identify poor organizational practices with respect to hygiene and cleaning				20	10	10
	PC3. sanitise hands whenever necessary				5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC4. maintain personal hygiene habits and practices		10	4	6
	PC5. maintain dental hygiene		5	2	3
	PC6. report any personal health issues related to injury and infectious diseases		10	5	5
	PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing		5	2	3
	PC8. wash/wipe hands after coughing and sneezing		5	2	3
	PC9. undergo preventive health check-ups at regular intervals		5	2	3
	PC10. take prompt treatment from a registered doctor in case of illness		5	2	3
	PC11. get appropriate precautionary vaccines regularly		5	2	3
	PC12. have a general sense of hygiene and appreciation for cleanliness		5	2	3
			Total	100	45
					55

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
HYC/N 3104 Maintain Customer-Centric Service Orientation	PC1. greet the customer	100	10	4	6
	PC2. understand the customer's needs for service quality requirements		20	10	10
	PC3. receive a regular feedback from the customers on current service, complaints and improvements to be made		10	5	5
	PC4. treat customers fairly and with due respect		10	4	6
	PC5. ensure that customer expectations are met		20	10	10
	PC6. communicate feedback of customers to seniors		10	4	6
	PC7. always adhere to service and safety guidelines		20	10	10
			Total	100	47
					53