

# 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 22<sup>nd</sup>, 2017**

Valid up to: **June 21<sup>st</sup>, 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.

<b>Program Name</b>	<b>Retail Outlet Attendant (Oil &amp; Gas)</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	HYC/Q 3101		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	22-06-2017
<b>Pre-requisites to Training</b>	Class X, Preferably		
<b>Training Outcomes</b>	<p>After completing this program, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Carry out the vehicle movement to the designated island and manage the queue, confirm the fuel type and quantity of fuel with the customer</li> <li>• Carry out dispense fuel while following the service norms and safety guidelines, process payment</li> <li>• 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</li> <li>• Ensure cleanliness at the workplace and follow good personal hygiene habits and practices</li> <li>• Engage with customers to understand their service requirements, attend customer requirements to achieve customer satisfaction, adhere to service and safety guidelines at all times</li> </ul>		











## Trainer Prerequisites for Job role: “Retail Outlet Attendant (Oil & Gas)” mapped to Qualification Pack: “HYC/Q 3101, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HYC/Q 3101”.
2	<b>Personal Attributes</b>	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	<b>Minimum Educational Qualifications</b>	12th Class Pass or ITI Pass
4a	<b>Domain Certification</b>	Certified for Job Role: “Retail Outlet Attendant (Oil & Gas)” mapped to QP: “HYC/Q 3101”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%.
5	<b>Experience</b>	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
<b>HYC/N 3101 Conduct Retail Outlet (Fuel Station) Activities</b>	PC1. marshal/guide the customer to the designated island and manage queue	<b>100</b>	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
	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	3
	PC5. identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual's authority		10	5	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	3
	PC7. follow organization's emergency and fire-fighting procedures		10	4	6
	PC8. identify and recommend opportunities for improving safety and security to the designated person		5	2	3
	PC9. stop filling gas from all dispensers during an emergency		5	2	3
	PC10. close all the dispensing point		5	2	3
	PC11. isolate the gas supply and follow the emergency procedures		5	2	3
	PC12. shut the power supply		5	2	3
	PC13. Push/direct all the vehicles out of the station and ensure that no one comes in		5	2	3
	PC14. inform the concerned authority		5	2	3
	PC15. change or repair the damaged equipment		5	2	3
	PC16. start operation only after the control room's approval		5	2	3
		<b>Total</b>	<b>100</b>	<b>42</b>	<b>58</b>

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3103 Maintain Health and Hygiene Habits</b>	PC1. keep the workplace regularly clean and clear of waste or other litter	<b>100</b>	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

