

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Fuel Service Man/ Fuel Dispensing Attendant

SECTOR: AUTOMOTIVE

SUB-SECTOR: FUEL RETAILING

OCCUPATION: FUEL SERVICE MAN / FUEL DISPENSING ATTENDANT

REFERENCE ID: ASC/Q9604

ALIGNED TO: NCO-2004/5220.45

Brief Job Description: Individuals at this job need to work at fuel station and fill gas in the vehicles driven in the fuel station following safety procedures while filling gas.

Personal Attributes: This job requires the individual to be at the fuel station under demanding physical and traffic conditions throughout the day. Individual must demonstrate skill for customer sensitivity, problem perception and sensitivity. Individual must be well versed with the local language and must have a good conduct (basics of spoken as well as written).

Qualifications Pack For Fuel Service Man /Fuel Dispensing Attendant

Job Details	Qualifications Pack Code	ASC/Q9604		
	Job Role	Fuel Service Man / Fuel Dispensing Attendant		
	Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
	Sector	Automotive	Drafted on	24/05/13
	Sub-sector	Petrol Pump Operations	Last reviewed on	14/04/14
	Occupation	Fuel dispensing	Next review date	Under revision expected date of revised version 31-Dec-15
	NSQC Clearance on	05/08/15		

Job Role	Fuel Service Man
Role Description	Filling gas in vehicles taking due precautions
NSQF level	2
Minimum Educational Qualifications*	SSC, basic knowledge (read & write) of local language, English, Hindi
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> Compulsory: usage of fuel pump / fuel dispensing unit, safety training
Minimum Job Entry Age	<p>1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years.</p> <p>2 However, as per Factories Act 1948 and Shops & Establishment Act 1953:</p> <p>- No one can be employed before attaining the age of 14</p> <p>3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.</p>
Experience	<ul style="list-style-type: none"> 0 years if ASDC Level 2 Certificate or minimum 6 months in other fuel station as FSM
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N 9605:Sale transaction process ASC/N 0003:Maintain a healthy, safe and secure working environment <p>Optional:</p> <p>N.A.</p>
Performance Criteria	As described in the relevant OS units

Definitions	Keywords /Terms	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.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
	National Occupational Standards (OS)	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	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs 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.

Qualifications Pack For Fuel Service Man /Fuel Dispensing Attendant

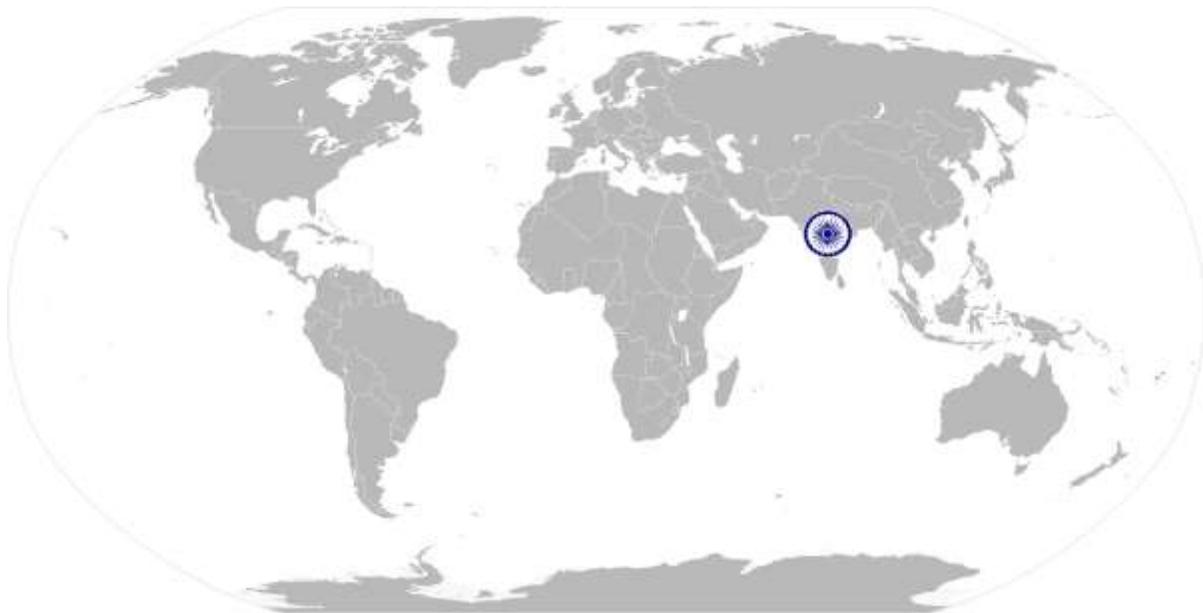
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in 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.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack

Acronyms

ASC/N9605

Sale transaction process

National Occupational Standards



Overview

This unit is about the FSM coordinating from the time the vehicle comes into the service station till the time the fuel is filled in the fuel tank of the customer.

ASC/N9605

Sale transaction process

National Occupational Standard

Unit Code	ASC/N9605
Unit Title (Task)	Sale transaction process
Description	This OS unit is about the FSM filling the fuel in the fuel tank of the vehicle
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> stay only at the designated island ask vehicle to be positioned such that customer can look at the Display Unit do not dispense unless the customer switches off the vehicle ask for fuel type (petrol/diesel and branded/non-branded) show final meter reading and sale amount to the customer and accept cash/card for payment processing
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Pre-fueling	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. ask the customer to switch off the vehicle</p> <p>PC2. confirm the customer order by repeating the fuel type and quantity</p> <p>PC3. show DU zero to the customer and get his acknowledgement</p>
Fueling	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC4. ensure nozzles, vapour guards/caps are in normal position</p> <p>PC5. ensure nozzle cuff guard fits properly over the vehicle tank opening</p> <p>PC6. hold the nozzle till fueling is completed</p> <p>PC7. show final meter reading and sale amount to customer</p>
Post-fueling	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC8. provide cash memo and convey the amount returned</p> <p>PC9. provide hard pad for signing the merchant copy incase of card payment</p> <p>PC10. thank the customer with a request to visit again.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: personnel management, duty reporting procedure and associated MIS compliance</p> <p>KA2. reporting structure within organization</p> <p>KA3. problem escalation procedure</p>
B. Technical Knowledge	<p>The individual on the job needs to have knowledge of:</p> <p>KB1. operating the fuel pump</p> <p>KB2. using the calculator</p> <p>swiping the card on the right machine</p>

ASC/N9605

Sale transaction process

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. read the fuel pump display meter SA2. calculate the cost of filling fuel based on the reading SA3. swipe the card for the correct amount SA4. prepare bill mentioning car number, fuel rate and total amount to be paid
	Communication skills
	The user/individual on the job needs to know and understand how to: SA5. communicate with customer to understand the quantum of fuel to be filled or amount for which fuel has to be filled
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. plan the fuel filling time in such a manner to manage the queue at the fuel station SB2. Organize help from team members to manage the peak load traffic



ASC/N9605

Sale transaction process

NOS Version Control

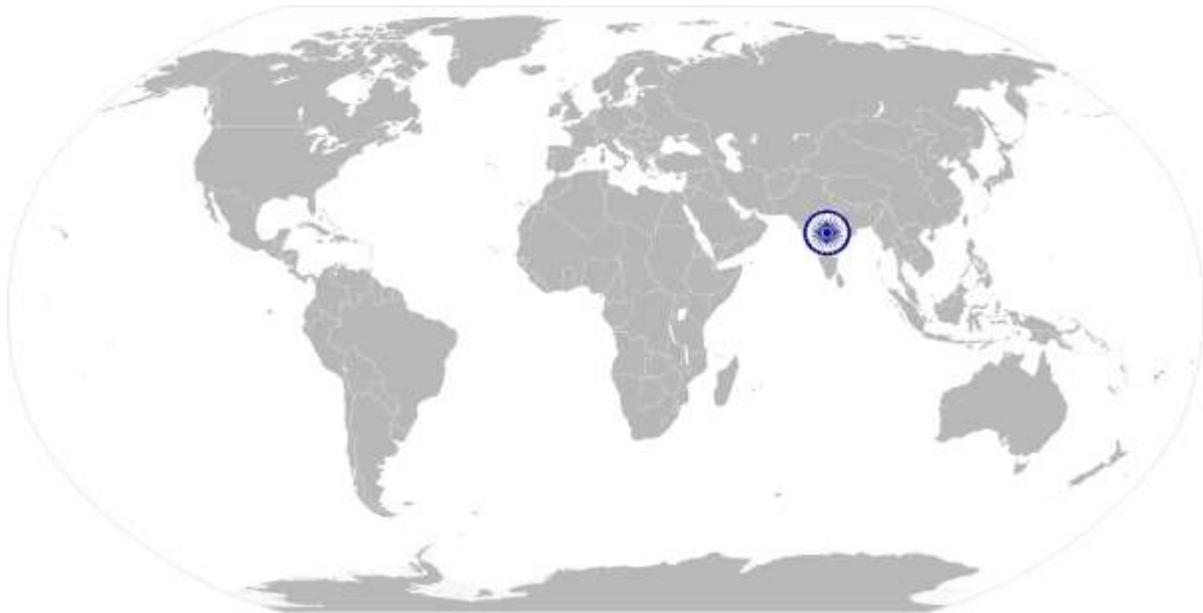
NOS Code	ASC/N9605		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	14/05/13
Industry Sub-sector	Petrol Pump operations	Last reviewed on	14/06/13
Occupation	Fuel Service	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/N 0003

Maintain a healthy, safe and secure environment

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

ASC/N 0003

Maintain a healthy, safe and secure environment

National Occupational Standard

Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures in situations of:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other hazardous situations • breaches of security <p>Resources(needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> • information on appropriate procedures to adopt in each emergency • government agencies in the areas of safety, health and security and their norms and services
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation’s current health, safety, security and environmental policies and procedures(e.g. use protective gear and other safety equipment where necessary)</p> <p>PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual’s authority</p> <p>PC4. 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</p> <p>PC5. follow organisation’s emergency and disaster management procedures</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person(e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>
B. Optional	N.A.
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding

ASC/N 0003

Maintain a healthy, safe and secure environment

<p>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organization’s procedures for health, safety and security and individual’s role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace(e.g. inflammable/ hazardous/ abrasive materials)</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organization’s emergency and disaster management procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. risks to life and property from different types of breaches in health, safety and security</p> <p>KB3. evacuation procedures for workers and visitors</p> <p>KB4. how to summon medical assistance and the emergency services, where necessary</p> <p>KB5. how to use the health, safety and accident reporting procedures and the importance of these</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures/rules</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen to and orally communicate information with all concerned</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response</p>

ASC/N 0003

Maintain a healthy, safe and secure environment

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. analyze data and activities
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB6. apply balanced judgments to different situations	



ASC/N 0003

Maintain a healthy, safe and secure environment

NOS Version Control

NOS Code	ASC/N0003		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/05/13
Industry Sub-sector	Petrol Pump Operations	Last reviewed on	14/06/13
Occupation	Fuel Service	Next review date	Under revision expected date of revised version 31-Dec-15



Criteria for assessment of Trainees

JOB ROLE	Fuel dispensing or service attendant L2
Qualification Pack	ASC/Q 9604
No. Of NOS	1 Role specific ,1 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation		
		Theory	Viva	Practical
ASC/N9605	Sale Transaction Process			
Pre-fueling	To be competent , the user/individual on the job must be able to: PC1. ask the customer to switch off the vehicle PC2. confirm the customer order by repeating the fuel type and quantity PC3. show DU zero to the customer and get his acknowledgement		30	60
Fueling	To be competent , the user/individual on the job must be able to: PC4. ensure nozzles, vapour guards/caps are in normal position PC5. ensure nozzle cuff guard fits properly over the vehicle tank opening PC6. hold the nozzle till fueling is completed PC7. show final meter reading and sale amount to customer		30	110
Post-fueling	To be competent , the user/individual on the job must be able to: PC8. provide cash memo and convey the amount returned PC9. provide hard pad for signing the merchant copy in case of card payment PC10. thank the customer with a request to visit again.		40	70
	subtotal		100	240
ASC/N 0003	Maintain a safe, healthy & secure environment	Theory	Viva	Practical
Compulsory	To be competent, the user/individual on the job must be able to: PC1. comply with organisation's current health, safety, security and environmental policies and procedures(e.g. use protective gear and other safety equipment where necessary) PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person PC3. identify and correct any hazards that can be dealt		30	60

	<p>with safely, competently and within the limits of individual's authority</p> <p>PC4. 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</p> <p>PC5. follow organisation's emergency and disaster management procedures</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person(e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>		70	100
	subtotal		100	160
	Total	15	200	400