



Fuel Service Man/Fuel Service Dispensing Attendant

QP Code: ASC/Q9604

Version: 1.0

NSQF Level: 2

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ASC/Q9604: Fuel Service Man/Fuel Service Dispensing Attendant

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).

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
2. [ASC/N9605: Sale transaction process](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Fuel Retailing
Occupation	Fuel Service Man/Fuel Dispensing Attendant
Country	India
NSQF Level	2
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5245.0101
Minimum Educational Qualification & Experience	10th Class (Basic Knowledge (read & write) of local language, English, Hindi) with 6-12 Months of experience Other fuel station as FSM OR Certificate (ASDC Level 2 Certificate) with 0-6 Months of experience

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Compulsory: usage of fuel pump/fuel dispensing unit, safety training
Minimum Job Entry Age	18 Years
Last Reviewed On	14/04/2014
Next Review Date	31/03/2021
Deactivation Date	31/03/2021
NSQC Approval Date	28/09/2015
Version	1.0

ASC/N0003: 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

This unit/task covers the following:

- Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises

Elements and Performance Criteria

Resources needed to maintain a safe, secure working environment

To be competent, the user/individual on the job must be able to:

- PC1.** comply with organisations current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3..** Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
- PC4.** identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority
- PC5.** report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected
- PC6.** follow organisations emergency procedures for accidents, fires or any other natural calamity
- PC7.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC8.** complete all health and safety records are updates and procedures well defined

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards
- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these

- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Resources needed to maintain a safe, secure working environment</i>	25	75	-	-
PC1. comply with organisations current health,safety and security policies and procedures	3	9	-	-
PC2. report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
PC3.. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.	3	10	-	-
PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
PC5. report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected	3	9	-	-
PC6. follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
PC7. identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
PC8. complete all health and safety records are updates and procedures well defined	2	9	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Auto Components/Aggregates Repair
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	31/03/2022
NSQC Clearance Date	20/07/2015

ASC/N9605: Sale transaction process

Description

This OS unit is about the FSM filling the fuel in the fuel tank of the vehicle

Scope

The unit/ task covers the following:

- 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

Elements and Performance Criteria

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

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

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.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: personnel management, duty reporting procedure and associated MIS compliance
- KU2.** reporting structure within organisation
- KU3.** problem escalation procedure
- KU4.** operating the fuel pump

KU5. using the calculator

KU6. swiping the card on the right machine

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read the fuel pump display meter

GS2. calculate the cost of filling fuel based on the reading

GS3. swipe the card for the correct amount

GS4. prepare bill mentioning car number, fuel rate and total amount to be paid

GS5. communicate with customer to understand the quantum of fuel to be filled or amount for which fuel has to be filled

GS6. plan the fuel filling time in such a manner to manage the queue at the fuel station

GS7. Organize help from team members to manage the peak load traffic

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-fueling</i>	6	20	-	-
PC1.. ask the customer to switch off the vehicle	2	6	-	-
PC2.. confirm the customer order by repeating the fuel type and quantity	2	7	-	-
PC3.. show du zero to the customer and get his acknowledgement	2	7	-	-
<i>Fueling</i>	8	37	-	-
PC4.. ensure nozzles, vapour guards/caps are in normal position	2	10	-	-
PC5.. ensure nozzle cuff guard fits properly over the vehicle tank opening	2	10	-	-
PC6.. hold the nozzle till fueling is completed	2	10	-	-
PC7.. show final meter reading and sale amount to customer	2	7	-	-
<i>Post-fueling</i>	6	23	-	-
PC8.. provide cash memo and convey the amount returned	2	9	-	-
PC9.. provide hard pad for signing the merchant copy in case of card payment	2	7	-	-
PC10.. thank the customer with a request to visit again.	2	7	-	-
NOS Total	20	80	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9605
NOS Name	Sale transaction process
Sector	Automotive
Sub-Sector	Fuel Retailing
Occupation	Fuel Service Man / Fuel Dispensing Attendant
NSQF Level	2
Credits	TBD
Version	1.0
Next Review Date	30/07/2015

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 60

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	40
ASC/N9605.Sale transaction process	20	80	-	-	100	60
Total	45	155	-	-	200	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	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 (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.