

Model Curriculum

Portable Improved Cookstove Sales and Maintenance Executive

SECTOR: GREEN JOBS
SUB-SECTOR: RENEWABLE ENERGY
OCCUPATION: Marketing & Sales
REF ID: SGJ/Q2104, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

SKILL COUNCIL FOR GREEN JOBS

for

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: '**Portable Improved Cookstove Sales and Maintenance Executive**'
QP No. '**SGJ/Q2104 NSQF Level 4**'

Date of Issuance: 27/11/2017
Valid up to*: 24/05/2019

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)



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Authorised Signatory
(Skill Council for Green Jobs)

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Portable Improved Cookstove Sales and Maintenance Executive

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Portable Improved Cookstove Sales and Maintenance Executive”, in the “Green Jobs” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Portable Improved Cookstove Sales and Maintenance Executive		
Qualification Pack Name & Reference ID	SGJ/Q2104, v1.0		
Version No.	1.0	Version Update Date	14 February 2018
Pre-requisites to Training	8 th Standard		
Training Outcomes	After completing this programme, participants will be able to: <ol style="list-style-type: none">1. Identify and operate improved cookstove2. Demonstrate and handle sales of portable improved cookstove3. Maintain Health and work safety while identification and demonstration of portable improved cookstove4. Handle aftersales and maintenance services of portable improved cookstove		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Portable Improved Cookstove Sales & Maintenance Executive” Qualification Pack issued by “Skill Council for Green Jobs”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Knowledge of Portable Improved Cookstove Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code Introduction Module	<ul style="list-style-type: none"> Introduction to Improved Cookstove. Basic concept of Improved Cookstove. Comparison of Improved Cookstove and traditional cookstove. Illustrate advantages & Health Benefits of improved cookstove. Outline standards available for Portable Improved Cookstove in India. Demonstrate the role of Portable Improved Cookstove Sales & Maintenance Executive and job opportunities. Illustrate the advantages of doing this course. 	Types of Portable Improved cookstoves i.e. Natural Draft, Forced Draft Traditional Cookstove
2	Improved Cookstove & its Operation Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code SGJ/N2127	<ul style="list-style-type: none"> Procedure for identification of different types of material used in portable improved cookstove. Study of different types, quality and quantity of biomass used in portable improved cookstove. Procedure for: <ul style="list-style-type: none"> -assessing the area where cookstove should be operated -placing the biomass fuel onto fire opening of cookstove -ignition with suitable inflammable material -placing vessel on cookstove top -handling vessel while cooking -extinguishing fire after cooking -removing and cleaning ash 	Safety Gloves, Plier, steel rules, carpenter square, White board, calculator
3	Demonstration and Handling of Sales of Portable Improved Cookstoves Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code SGJ/N2113	<ul style="list-style-type: none"> Discuss potential sales area, spot sales and methodologies to interact with potential customers Procedure for document preparation before approaching customer. Procedure of identification of suitable product based on customer requirement and preferences of location for demonstration. Describe financial provision and costing to the customer 	Types of Portable Improved cookstoves i.e. Natural Draft, Forced Draft, utensil/pot, firewood, lighter, Kerosene

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	Aftersales and maintenance services of Portable Improved Cookstoves Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code SGJ/N2115	<ul style="list-style-type: none"> • Methods to handle customer concerns and objections and resolving effectively • Procedure of recording customer maintenance request and interact with customer for his/her satisfaction after sale • Illustrate process of follow up for customer satisfaction after maintenance • Recording suggestions/Grievances on product of customers for customer services 	Record book
5	Health and Work safety while identification and demonstration of Portable Improved Cookstove Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code SGJ/N2114	<ul style="list-style-type: none"> • Demonstration of Personal Protective Equipment while handling cookstove • Procedure for identification of safe work area and demonstration of Standard safety operation while handling portable improved cookstove 	Safety tool kits (including gloves, mask, boots etc.)
6	Communication & Soft Skills Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code SGJ/N2115	<ul style="list-style-type: none"> • Oral/spoken communication skill & testing – voice and accent, voice clarity • Development Etiquette and manners • Study of different pictorial expression of non-verbal communication and its analysis • Barriers to Communication- Int. & Ext Barriers like Intrinsic Motivation, Perception, Language etc. • Importance of Listening, Good and bad listening • Non-Verbal Communication – its importance and Nuances like Facial Expression, Posture, Gesture, Appearance (Dress Code), etc. 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Total Duration 200:00 hrs Theory Duration 85:00 hrs Practical Duration 115:00 hrs	Unique Equipment Required: Types of Portable Improved cookstoves i.e. Natural Draft, Forced Draft, Traditional Cookstove, Record book, safety tool kit, Safety Gloves, Plier, steel rules, carpenter square, White board, calculator, utensil/pot	

Grand Total Course Duration: 200Hours, 0 Minutes

(This syllabus/ curriculum has been approved by [Skill Council for Green Jobs](#))

Trainer Prerequisites for Job role: “Portable Improved Cookstove Sales & Maintenance Executive” mapped to Qualification Pack: “SGJ/Q2104, 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 “ <u>SGJ/Q2104, Version 1.0</u> ”.
2	Personal Attributes	This job requires the individual to concentrate on the job at hand complete it without any accident and on time. He / She show strong work ethics, an ability to communicate with co-workers. He / She must possess lots of energy and shows willingness to work under time pressure
3	Minimum Educational Qualifications	10 th Pass
4a	Domain Certification	Certified for Job Role: “Portable Improved Cookstove Sales & Maintenance Executive” mapped to QP: “SGJ/Q2102, Version 1.0”. Minimum accepted score as per SCGJ is 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102” or equivalent. Minimum accepted score as per SSC is 80%.
5	Experience	Two years of experience in any sales and maintenance or similar profile

Annexure: Assessment Criteria

Assessment Criteria for Portable Improved Cookstove Sales and Maintenance Executive	
Job Role	Portable Improved Cookstove Sales and Maintenance Executive
Qualification Pack	SGJ/Q2104, Version 1.0
Sector Skill Council	Green Jobs

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).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS		Marks Allocation			
Total Marks: 300		Total Marks	Out of	Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes				
SGJ / N2127 Improved Cookstove & its Operation	PC1. Identify and understand the classification of different portable improved cookstoves	60	5	2	3
	PC2. Identify the advantages of portable improved cookstoves over traditional cookstoves		4	2	2
	PC3. Identify the features of different portable improved cookstoves		6	2	4
	PC4. Identify different types of materials used in portable improved cookstoves		5	2	3
	PC5. Identify different types and quantity of biomass used as fuel in cookstove		5	2	3
	PC6. Assess the area where cookstove should be operated		3	1	2
	PC7. Arrange the particular biomass fuel used in the portable improved cookstove		3	1	2
	PC8. Properly put the biomass fuel onto the fire opening of cookstove		3	1	2
	PC9. Properly put some kerosene or other inflammable substance which would help in igniting the fuel		3	1	2
	PC10. Properly ignite the fuel		5	2	3
	PC11. Put pot or cooking vessel onto the fire properly		3	1	2

	PC12. Handle pot/vessel properly while cooking		3	1	2
	PC13. Properly hold and remove hot pot/vessel when cooking is done		3	1	2
	PC14. Put off the fire by removing the fuel properly or pouring water onto it.		3	1	2
	PC15. Remove the ash properly		3	1	2
	PC16. Clean the cookstove accordingly		3	1	2
		Total	60	22	38
SGJ / N2113 Demonstration and Handling of Sales of Portable Improved Cookstoves	PC1. Identify potential sales area	100	7	3	4
	PC2. Identify spot sales opportunities		7	2	5
	PC3. Identify the method to approach the customer to interact based on local ecosystem		7	3	4
	PC4. Prepare checklist of 'items and documents' to be carried to customer		5	2	3
	PC5. Identify suitable product based on customer requirement and preference		6	2	4
	PC6. Identify technical features of the products to be communicated to the customer		5	2	3
	PC7. Identify advantages of the product with focus on health, environment and safety to be communicated to the customer		5	2	3
	PC8. Identify and explain financial options to purchase the product		7	2	5
	PC9. Inform customer from where they can buy product		5	2	3
	PC10. Interact with retailer to ensure over the counter sales		7	2	5
	PC11. Identify the location for demonstration of the product		5	2	3
	PC12. Prepare the demonstration area & check that it can be used safely		5	2	3
	PC13. Check equipment and product(s) which will be demonstrated		5	2	3
	PC14. Demonstrate proper placement and lighting of fuel		7	2	5
	PC15. Put water pot on the pot rest which need to be heated up		5	2	3
	PC16. Remove the pot properly from the cookstove when the water is boiled		3	1	2
	PC17. Demonstrate handling of hot pot safely		3	1	2
	PC18. Remove the excess firewood from the fire opening of the cookstove		3	1	2
	PC19. Demonstrate how to cool off the cookstove		3	1	2
		Total	100	36	64
SGJ / N2114 Health and Work safety while identification and	PC1. Identify precautions to be observed while identification of portable improved cookstoves		7	2	5

demonstration of Portable Improved Cookstove	PC2. Ensure proper handling of different types of portable improved cookstoves	40	7	3	4
	PC3. Demonstrate the use of personal protective equipment (PPE)		8	2	6
	PC4. Ensure proper hygiene		5	2	3
	PC5. Demonstrate the standard safety operation while demonstration of the portable improved cookstove		8	3	5
	PC6. Demonstrate safe removal of ash from the fuel opening		5	2	3
	Total	40	14	26	
SGJ / N2115 Aftersales and maintenance services of Portable Improved Cookstoves	PC1. Record customer maintenance requests / complains	100	5	2	3
	PC2. Identify the options for resolving a customer request / problem.		6	2	4
	PC3. Work with others to identify and confirm the options to resolve a customer request / problem.		7	3	4
	PC4. Work out the advantages and disadvantages of each option for customer and organisation.		7	3	4
	PC5. Pick the best option for customer and organisation.		8	3	5
	PC6. Discuss and agree the options for solving the problem with customer.		8	4	4
	PC7. Take action to implement the option agreed with customer.		7	2	5
	PC8. Work with others and customer to make sure that any promises related to solving the problem are kept.		7	3	4
	PC9. Keep customer fully informed about what is happening to resolve problem.		5	2	3
	PC10. Check with customer to make sure the problem has been resolved to their satisfaction.		7	3	4
	PC11. Give clear reasons to customer when the problem has not been resolved to their satisfaction.		7	3	4
	PC12. Seek and keep record of customers feedback on aftersales service		7	2	5
	PC13. Identify repeated customer service problems.		5	2	3
	PC14. Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.		7	2	5
	PC15. Work with others to select best options for solving repeated customer service problems, balancing customer expectations with needs of organisation.		7	3	4
	Total	100	39	61	