



QUALITY CURATOR

Certification Scheme for Retail Storage Locations

VERSION-V 29-03-2022

BPCL Quality Assurance (Certification Body)

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1. Preface:

The purpose of certification of persons is to measure the competence of individuals. Competence is defined as the ability to apply knowledge and skills to achieve intended results and can be independent of qualification.

This “**Quality Curator Certification for Retail Storage Locations**” scheme have been prepared by the Bharat Petroleum Corporation Limited (BPCL) Quality Assurance Department to provide a common basis for the certification of the Quality Curators of it's own Retail storage locations across marketing network. This Certification scheme is exclusively prepared by BPCL for certification of personnel who are the key role holders, mentors and quality advocate at the storage locations. The responsibility of such Quality Curators is ensuring that the products received, stored and delivered from the storage location comply to the quality requirement at each stage.

This Certification scheme has been developed using ISO 9001, ISO 17024, Oil Industry guidelines like Industry Quality Control Manual (IQCM), Marketing Discipline Guidelines (MDG) etc. which are either approved by Ministry of Petroleum & Natural Gas (MOP&NG) and/or oil industry consensus document. It also meets the requirements of both industry and certification bodies.

BPCL marketing Quality Assurance Department (which is independent of activities conducted at storage locations) is the owner of this certification scheme and responsible for developing and maintaining the scheme. The designed scheme conform to Clause 8 of ISO/IEC 17024 and is used by the owner for certification of the personnel at BPCL's own storage locations as Quality Curators. Further, the Quality Assurance Department is also the certification body of this scheme and operates the scheme as per requirement of ISO/IEC 17024.

This scheme is set up as voluntary self-regulation purposes, such as to ensure quality compliance of BPCL product during storage and handling at its storage locations.

2. Terminology:

The following terms are used in this document.

2.1 Certification scheme for persons

Competence and other requirements related to specific occupational or skilled categories of persons (ISO/IEC 17024).

2.2 Scheme owner

Organization responsible for developing and maintaining a certification scheme.

2.3 Scope of certification

Range and nature of specific tasks that a certified person is expected to be able to perform competently, by virtue of holding a specific certification that is within a certification scheme.

2.4 Scope of certification scheme

Extent and boundaries of a certification scheme

2.5 Interested party

Individual, group or organization affected by the performance of a certified person or the certification body (ISO/IEC 17024)

2.6 Qualification

Demonstrated education, training and work experience, where applicable (ISO/IEC 17024).

Examples of qualifications include successful completion of a training or apprenticeship programme or a university diploma.

3. Elements of Scheme : The Quality Curator Certification scheme covers the following elements

a) Scope of certification scheme: This “**Quality Curator Certification for Retail Storage Locations**” scheme is exclusively prepared by BPCL for certification of personnel who are the key role holders, mentors and quality advocate at the storage locations. Certified Quality Curators are consultative, critical thinking, operation professionals tasked with driving and implementing the quality standards and guidelines through regular monitoring, inspection, training of all operation staff working at the Retail storage location. They accomplish this by understanding the Quality requirement at various stages of operation, competency in the area of quality checks, sampling, record maintenance etc. and are dedicated to upholding high standards of quality, ethical and professional practice in the Retail locations.

b) Job and task description:

The job is to ensure that all petroleum products, additives are stored, handled and delivered with due care so as to keep them 'on-specification' at all times during the storage and distribution network. To achieve this, certain tasks are to be accomplished, which are mentioned below in sequence

- To facilitate training of all personnel before being inducted in the job
- To update and implement the latest quality control procedures, guidelines and records as per the requirement of the organisation
- To facilitate availability and usage of valid and calibrated QC check equipment, sampling aids and sample containers
- To ensure representative sampling, correct sample retention, scheduled testing and timely disposal of retained samples during the operation
- To facilitate self QC audit and scheduled QC audits.
- To facilitate implementation of audit recommendations/ corrective actions within the agreed time
- To ensure disposal of any off spec /contaminated product as per QC advice
- To facilitate investigation of all product failures

c) Required competence :

- Should be an operation officer **with minimum 1 year** of experience in Retail operation.

d) **Abilities expected from quality curator**

i) **Physical** • Fitness certificate provided by a Doctor with respect to vision (6/6 with or without spectacles) and mobility. Since the job profile of Quality Curator involves extensive mobility and physical activities, no special need candidate can be considered to ensure integrity of assessment.

e) **Prerequisite:**

Should have acquired skills of Quality Control Procedures and Guidelines from any one of following -
 - On job training (on Retail Operation, HSSE and allied Quality procedures as per IQCM/MDG)- Min One Month
 - Training taken on HSSE/IQCM/MDG conducted by experts in the field/e-learning modules-(at least 5 man days)

f) **Code of conduct:**

- Should keep abreast on various Quality procedure required for the Retail operations.
- Should ensure continued professional development.
- Neither associate with nor knowingly participate in attempting to correct the product without advise of the competent authority
- Neither associate with nor knowingly participate in a fraudulent or dishonest venture or activity
- Should adhere to BPCL CDA rule with specific importance to Part-II (Conduct Rules) Section-4.

4. **Certification process:**

a) **Criteria for initial certification and recertification:**

The initial certification is done through a structured assessment process in which evidence of performance is gathered and evaluated against agreed criteria for the individual candidates who meet the competency and pre-requisites.

Validity of Certificate:

- The certification cycle is valid for three years or till there is a organizational change in role due to transfer/separation whichever is earlier.
- In case there is any change in role due to transfer/separation, the candidate or the location In-Charge will inform the scheme owner regarding the same. Further, in case there is a temporary change in role and the candidate reverts back to the certified role within a period of 1 year, there is no need for re-certification. However, if the temporary change period is more than 1 year, the candidate has to undergo recertification process.

- Recertification is carried out exactly like the initial assessment including written test, interview and practical assessment, the details of which are mentioned in section above (Certification process).

b) Assessment Method for Initial Certification and recertification:

Assessment methodology has been designed keeping in mind the experience and training of the candidates, the need of theoretical and practical knowledge with appropriate level of competency and the aim of generating competent person to ensure quality of product at the storage locations.

Assessment is the process of evidence collection of a person's competence level through

1. Written test (50 Marks)-1 Hour
2. Interview (30 Marks)- Max 30 Minutes
- 3.. Practical test by conducting sampling, on site testing as per QC procedures so that competence acquired can be verified (20 Marks)- Max 2 Hour

The assessment will be done based on questions from the syllabus available on BPCL portal. The syllabus seeks to provide opportunity for candidates to achieve excellence in learning.

Pass or Fail requirements

- 70% is the passing marks for the individual performance in written test, interview and practical test.
- - If the candidate fails in any assessment of written, practical and interview test, final result will be "FAIL".

Typical cycle time for certification (application to certificate issue) is 3 months.

c) Surveillance methods and Criteria

The surveillance is done by the certification body through any of the following methodology

- Feedback from line manager of certified person
- Interview of certified person

Frequency for Surveillance: Twice during Certification period

- First Surveillance : On completion of 1 year from certification by interview of certified person (This is done by a team of two members comprising of examiners/certification manager)
- Second Surveillance : On completion of 2nd year of certification through feedback from line manager of certified person (This feedback is taken by certification manager by sending feedback form to the line manager)

d) Criteria for suspending and withdrawing certification:

- i. The certificate can be suspended on the basis of temporary role change by Certified Candidate. Maximum duration of suspension of certificate will be One year. If suspension crosses one year's deadline, the certificate will automatically be withdrawn.
- ii. In case the complaint is lodged against candidate for not performing as far as quality is concerned then the certificate will be suspended after due investigation and based on logical conclusion as per procedure for handling of complaint. This suspension would be effective for a maximum period of six months. The candidate has to appear for performance test during the period of suspension. A candidate can have maximum two attempts to re-establish his competency as per scheme requirement during suspension period. Based on results of performance test certificate may be revoked or suspension may be continued.

Certificate would be withdrawn in following scenarios

- At the end of one year suspension period certificate would be withdrawn automatically.
- Certificate would be withdrawn immediately if second attempt at assessment test also fails.
- In case of an investigation against a complaint resulting in evident lapse,
 - i) Carelessness at work place which results in quality failure,
 - ii) Cheating in the examination,
 - iii) In the event of violation of code of conduct.
- Failure to comply with the scheme requirement during surveillance or any other period during the validity of certification.

In the event of withdrawal of certification, the certified person is refrained from the use of all reference to a certified status. If any misuse of the certification logo is noticed then QACA shall initiate actions as per procedure for suspension and/or withdrawal of its certification.

The Communication for suspension / withdrawal could be in the form of mail / letter/BPCL server.

e) Criteria for changing the scope or level of certification:

As of now the certification body has one certification scheme hence no change of scope or level of certification is applicable.

5. Elements of development and review of the scheme :

BPCL Quality Assurance department is the owner of the scheme and also the certification body [BPCL QA(CB)]. BPCL Quality Assurance department being the owner takes full responsibility for the objectives, the content, integrity, validity and robustness of the scheme. Therefore in the development and review of the certification scheme, the following are included and are available to the certification body.

- a) The scheme is developed keeping in mind the quality requirements during various processes of Retail operation as defined under IQCM, MDG and other manuals issued by MOP&NG and/or Industry consensus document which are the basis for developing the content of scheme syllabus and knowledge. Therefore, due importance is taken on field experience and expertise while selecting the members for developing the scheme. Hence, personnel who are having experience in the Quality and Retail Operations including experience in implementation of various ISO standards like ISO 9000, ISO 14000, ISO 18000, ISO 17025, ISO 17034 & ISO 17043 are involved in the scheme development. As the scheme development involves personnel from Retail Operations (which is independent from QA) it ensures that the scheme document is prepared with due robustness to meet the objectives of BPCL Retail operations department. While operating the scheme it is ensured that the certifications are done as per scheme document and ISO 17024:2012. The scheme is purely implemented with an objective of upgrading the process and people w.r.t Quality aspects and doesn't have any intention of financial gain/loss. Therefore even though scheme is owned as well as operated and managed by Quality Assurance Department no compromise is made either while preparing the schemer or certifying personnel.
- b) This particular scheme is developed for the internal certification of personnel who can be role holders to ensure product quality at various stages of operation. The interested parties of the scheme is Retail Operation HQ, Retail Sales and Industrial Customers whose ultimate requirement is NIL quality issues w.r.t product. Therefore, certification of few role holders of each Retail location enables to achieve the objectives and also meet the quality related business plan targets. While developing the scheme these aspects are taken into consideration without any bias.
- c) The pre requisites for certification, are identified based on the activities to be coordinated by the Quality Curator as per requirement of various quality guidelines. Therefore, the prerequisites defined under clause 3 of this document are basic minimum requirements to ensure competence and integrity of the scheme.

- d) The assessment of competency required for the scheme is based on the actual work carried out by the personnel who will be certified as Quality Curators. Therefore adequate care is taken while finalizing the knowledge and skill associated with the tasks through a syllabus developed using normative references (as applicable). The assessment process is only limited to the evaluation of required competency for the certification scheme as per syllabus. The process of assessment is designed in such a way that the candidates are assessed for their required competencies through different form of evaluation by different assessors. The questions of written test are selected from a question bank. All the assessment process (Written test, interview, practical) questions are based on the syllabus only. This is done to ensure validity and robustness of the scheme. Documents that link the assessment mechanism to competence requirement is maintained by the scheme owner (i.e. Quality Assurance department).
- e) While developing the scheme, BPCL Quality Assurance Department (the scheme owner) has taken due care to evaluate and manage the risks/liabilities arising from implementation of the scheme. As the scheme is developed for the internal certification of personnel who can be role holders to ensure product quality at various stages of operation (at Retail storage locations) it does not involve any significant risk which may result into professional liability. Therefore the scheme owner does not consider any liability insurance for the CAB approved for operating the scheme. However, the certification body has sufficient financial resources to take care of liabilities (if any).
- f) Considering the requirement of various QC guidelines, a job or practice analysis is done by the BPCL Quality Assurance department (Scheme owner) and Retail Operation Department to identify and/or confirm the following pertaining to Quality Curator
- i) Identify the task, knowledge, skill and abilities required for successful Performance.
 - ii) Identify required competency.
 - iii) Identify pre-requisites.
 - iv) Frame the assessment mechanism and examination content by a fair and valid assessment.
 - v) Identify the recertification requirements and interval.
 - vi) The analysis outcome forms the basis of various requirements defined in this scheme document.

The analysis outcome forms the basis of various requirements defined in this scheme document.

6. Review and validation of the scheme :

BPCL Quality Assurance Department (being the owner of this certification scheme) reviews the scheme on annual basis (which is based on frequency of internal transfers, changes in various guidelines) to confirm its validity and to identify aspects requiring improvement. The review is done by the committee who are involved in development and maintenance of the scheme (i.e. representatives from Retail Ops

(who are stake holders and QA department). The basis of the review is to discuss and assess any requirement in change of the scheme in view of change in job, knowledge, guidelines, technologies, stake holder feedback etc. The review committee also discusses and ensures consistent application of scheme requirement. Apart from annual review, intermittent review is done in the event of any major change guidelines/process. The methodology of regular updation, review and validation is documented by Quality Assurance Department.

7. Management of Changes in specified requirements :

BPCL Quality Assurance Department (being the owner of this certification scheme) monitors the development of the standards and other normative documents which are the basis of the scheme on half yearly basis through checking the websites of various standard organizations. Further the scheme owner personnel are also committee members in standard organizations (viz BIS) and Oil Industry QC group who are preparing the normative documents. Therefore, any changes in such documents are immediately taken into account by the scheme owner.

In case of any significant change in normative document, the same is reviewed by the committee as per defined process under clause 6 of this document. Based on the outcome of review, appropriate action is taken by the scheme owner for making necessary changes in the scheme document and management of changes (i.e. transition period of 6 months max). All such changes are communicated to the certification body & other stake holders wherever necessary. The scheme owner also follows similar process for managing implementation of other changes to the rules, procedures and management of the scheme.

8. Declaration on the scheme meeting requirements of clause 8 of ISO 17024:2012 :

The scheme is specifically designed by BPCL for its internal certification purpose. Hence, BPCL Quality Assurance Department is the owner of this certification scheme. The scheme is in existent since Jan 2020 and has a wide acceptance amongst the stake holders (i.e. Retail Operations department).

BPCL Quality Assurance is the sole responsible authority for the scheme and does not outsource any of the conformity assessment activities. Hence, acceptance of conformity assessment results from other parties, outsourcing of conformity assessment etc. are not applicable for this scheme.

Therefore, it is declared that certification schemes for Quality Curators is developed and maintained in accordance with Clause 8 of ISO 17024:2012 to create a certification that is valid and robust. The development of this scheme will benefit BPCL, certification bodies, certified persons and other parties significantly concerned.

Note:

1. BPCL Quality Assurance department is the owner of the scheme as well as the certification body. For certification body, the name is referred as BPCL QA (CB) in this document.
2. Applicant have right to appeal a decision on their candidacy, their examination results, decision to deny recertification, file formal complaints concerning the BPCL QA (CB), its certification programs and its policies and procedures

3. The certified person have duties to abide all rules, regulations, guidelines issued by BPCL QA(CB) during the period of certification and immediately inform the facts and/or concerns to BPCL QA (CB) regarding any situation which affects the compliance to scheme requirement.
4. This scheme is developed by BPCL for its internal process and is applicable only to the employees of BPCL. Therefore, there is **no application Fee** for this scheme.

NOTE: *In case of requirement of details pertaining to an individual's certification status, current validity of certification and the scope of that certification, please contact the Certification Manager (Sh. Siddhartha Mitra, email- siddhartham@bharatpetroleum.in, Phone-022-24117913)*

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