

## EMPLOYABILITY SKILLS –I (160 Hrs.)

### Common for all One-year and Two-year trades

Syllabus for Employability Skills – I (160 Hrs.)		
Module	Topics	
<b>1. Behavioral Skills</b>		<b>Duration: 10 Hrs.</b>
<b>Expectation Setting</b>	Creating a focused and responsible learning environment	
<b>Personal Strength Analysis/ Strength Blindness</b>	Self -awareness and confidence building	
<b>Perception Management</b>	Display Professionalism at the institute and work place	
<b>Ethics, Values&amp; Etiquette</b>	Increased social initiations relationships and networks Acceptance of peers from different cultures and social groups and work with them. Collaboration with team to prioritize the common goal and compromise individual priorities.	
<b>Social Etiquette</b>	Characteristic of a responsible citizen- Display the same by respecting self, others, environment, care for duty and value for time.	
<b>Role Modeling</b>	Adopting best practices and aspire to follow success stories of individual for personal development.	
<b>2. English Literacy</b>		<b>Duration: 30 Hrs.</b>
<b>Functional English</b>	Importance of Learning English Different Naming words, Words used for replacing names, Action words, Describing people, place and their use. Introduction to punctuation - Comma, Full stop, Question mark. Singular plural Change of tense - Simple present, past; present, past progressive Construction of simple sentences - Kinds of sentences Usage of appropriate words to express themselves Greetings & Self Introduction Asking &responding to questions Sharing information with others Formal & Informal communication Speak and provide information about workplace Discussions on current happenings.	
<b>Reading</b>	Reading simple sentences about: a) Self b) Work c) Environment	
<b>Written English</b>	Simple writing skills	

<b>3. Communication Skills</b>		<b>Duration: 20 Hrs.</b>
<b>Self- Introduction</b>	Interview Skills/Confidence Building	
<b>Perception Management</b>	Professionalism and Display of same at the institute and work place	
<b>a. Verbal Communication</b>	Understand the usage of appropriate words to express themselves Communicate effectively on telephone.	
<b>b. Non-Verbal Communication</b>	Manage Personal Hygiene and Presentation	
	Positive body language: adopt and use it appropriately to build a positive impression	
	Different spatial zones: Understanding and need to maintain it, create safe zones for communication	
	Maintaining appropriate eye-contact in building trust and confidence	
	Impact of touch in a formal environment. Acceptable and unacceptable touch.	
	Role of tone in any communication.	
<b>Campus to Work</b>	Time Management and Planning Skills	
	Interview skills- its phases & ways to crack interview.	
	Handling setbacks/rejection and recover from it with an action plan.	
	Developing strong professional contacts/network to gain support in learning process and career as a whole.	
<b>4. I.T. Literacy</b>		<b>Duration: 20 Hrs.</b>
<b>Basics of Computers</b>	Introduction to Computers and its applications. Hardware and peripherals. Starting and shutting down of computer. Basic of computer Networks.	
<b>Operating System</b>	Basics of Operating System. Types of Operating Systems. User interface of Windows 10 OS/ latest. Create, Copy, Move and delete Files and Folders. Use of External memory like pen drive, CD, DVD etc, Introduction to inbuilt windows apps, Tools and features.	
<b>MS-Word</b>	Basic operating of Word Processing. Creating, opening and closing Documents. Use of shortcuts, Creating and Editing of Text, Formatting the Text. Creating simple document like - resume, letter writing, job application etc., Printing document.	
<b>MS-Excel</b>	Basics of Excel worksheet & its importance. Creating simple worksheets. Adding and average functions. Printing of simple excel sheets.	
<b>Web browsers &amp; Search Engines</b>	Introduction to world wide web (WWW), Useful websites, web browser - usage, search engine etc. Using popular sites like Bharat Skills, Skill Training related Government portals, naukri.com and other job portals, CITS applications, Apprenticeship portal (NAPS), resize images, signing up, Online fund transfer using UPI gateway.	
<b>Email</b>	Creating & using an email account –like Gmail or any other. Usage of CC & BCC. Attaching documents Checking email and composing Email.	
<b>Mobile application</b>	Scanning QR/AR code, Sharing best practices and downloading trade related	

	videos using Wi-Fi, Fund transfer through App like BHIM.	
5. Entrepreneurship Skills		Duration: 20 Hrs.
Entrepreneur	Need of becoming entrepreneur.	
	Ways to become a good entrepreneur.	
	Enabling environment available to become an entrepreneur.	
	Different Govt. institutions/schemes promoting Entrepreneur viz., Gramin banks, PMMY-MUDRA loans, DIC, SIDA, SISI, NSIC, SIDO.	
	Ways to set up an enterprise and different aspects involved viz., legal compliances, Marketing aspect, Budgeting, etc.	
	Day to day monitoring mechanism for Maintaining an enterprise.	
	Different Government schemes supporting entrepreneurship.	
Examples of successful and unsuccessful entrepreneurs.		
6. Maintaining Efficiency at Workplace		Duration: 10 Hrs.
Maintaining Efficiency at Workplace	Factors affecting productivity	
	Improving Productivity	
	Personal finance literacy Planning, Saving, Tax, Govt. schemes for financial safety e.g. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), etc.	
7. Occupational Safety, Health and Environment Education		Duration: 10 Hrs.
Safety and Health	Introduction to Occupational Safety & health at work place, Occupational Hygiene	
Occupational Hazards	Basic Hazards. Chemical ,Physical (Electrical, Temperature, Illumination) Ergonomic, Biological, Vibro acoustic, Mechanical, Psychosocial Hazards, Prevention of hazards	
Accident and Safety	Different types of Personal Protective Equipment (PPE). Accident Prevention techniques.	
First-aid	Care of injured & Sick at the workplace. First-Aid& Transportation of sick person.	
Basic provisions on safety and Health	Basic provisions of safety & health	
Environmental Issues	Introduction to Environment, ecosystem and factors causing imbalance Pollution and pollutants including liquid, gaseous, solid and hazardous waste Protecting the environment - Energy Conservation, ground water, global warming Responsibility about the environment Segregation and disposal of waste	
Environmental ethics	Different actions people that affect others and the environment.	
Disaster Management	Types, causes & effects, areas in India that are prone to be affected, preparedness & mitigation, dos and don'ts- Before, During and After any Disaster, how to reduce man-made disasters.	
8. Essential skills for success		Duration: 10 Hrs.

Essential skills for success	Building basic skills to navigate life and career. Self-Awareness, articulating personal values, Value-based decision making, Dilemma situations. Identify sources and types of stress (positive / negative stress), Managing stress (long-term / short-term), Handling rejection and building resilience, Identify day wasters.	
9. Labour Welfare Legislation		Duration: 05 Hrs.
Labour Welfare Legislation	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act, POSH. Interpret applicable labour and industrial laws.	
10. Quality Management		Duration: 05 Hrs.
Quality Concept and Consciousness	Create awareness on introduction of quality Concepts.	
Concept of Quality Management (QMS) & PDCA	Concept of Quality Management (QMS), PDCA, Fishbone, 5S, 5D, KAIZEN	
Concept of ISO	Introduction of ISO	
11. Preparation to the world of work		Duration: 10 Hrs.
Career Plan	Identify the difference between job and career	
Basic Professional Skills	Job roles available in respective trades	
Career Pathways	Awareness of industries, and the respective professional pathways	
Search and apply for a job	Awareness of higher education / up skilling (short-term) options Steps involved in online application for Instructor course, Apprenticeship and different jobs in popular site like theindiajobs.com, naukri.com, monsterindia.com, Govt. website.	
12. Customer Interaction / service		Duration: 10 Hrs.
Greeting customers	Forms of greeting	
Probing-understanding customer requirements	Use of positive body language	
Handling grievances	Handling grievances (Use of ask-listen-repeat technique)	
Relationship building with customers	Relationship building with customers, importance of probing.	
To identify the importance of probing	Use of open-ended/ close-ended questions to gauge requirement	