

➤ इस दस्तावेज़ में शामिल हैं:

- **एम्प्लॉयबिलिटी स्किल - I** के मॉडल पाठ्यक्रम और **NoS (120 घंटे)**
(सभी एक वर्ष और दो वर्षीय सीटीएस ट्रेडों के पहले वर्ष के लिए)
- **एम्प्लॉयबिलिटी स्किल - II** के मॉडल पाठ्यक्रम और **NoS (60 घंटे)**
(सभी दो वर्षीय सीटीएस ट्रेडों के दूसरे वर्ष के लिए)
- **एम्प्लॉयबिलिटी स्किल - III** के मॉडल पाठ्यक्रम और **NoS (60 घंटे)**
(सभी छह महीनों के सीटीएस ट्रेडों के लिए सामान्य)

This document consists of:

- Model Curriculum & NoS of **Employability Skills - I (120 Hours)**
(for all one year and 1st year of two-year CTS trades)
- Model Curriculum & NoS of **Employability Skills - II (60 Hours)**
(for second year of all Two-year CTS trades)
- Model Curriculum & NoS of **Employability Skills - III (60 Hours)**
(Common for all six months CTS trades)

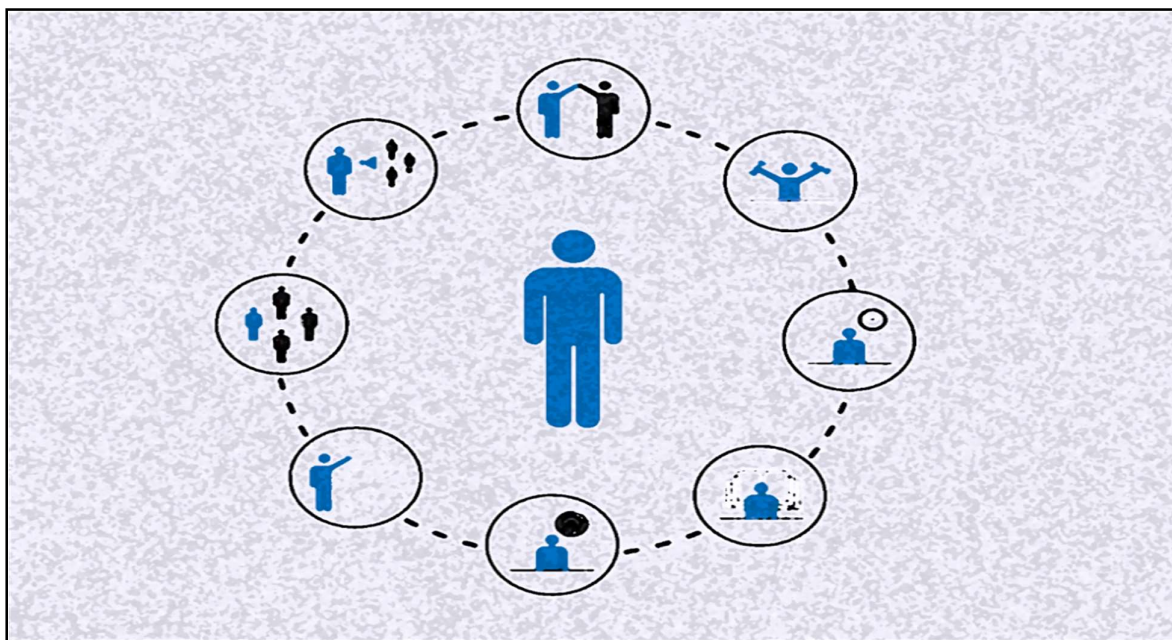


GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

EMPLOYABILITY SKILLS

FOR CRAFTSMEN TRAINING SCHEME (CTS)



Revised in 2023

Developed By

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RATIONALE

Employability skills play an important role in one's career. Professional skills are a person's skill set and ability to perform a certain type of activity or task. Employability skills are a person's ability to interact effectively with co-workers and customers. Hard skills are mainly applicable at the work place. Employability skills are applicable both at workplace and outside the work place. Employability skills complement the hard skills which are occupational requirement of a job. It also complements many other activities even outside the work place. Presently employability skills are increasingly sought out by employers in addition to standard qualification. There are instances of professions where employability skills proved to be more important, on a long term basis than occupational skills. Employability skills refer to behavior, communication, IT Skill, work ethics etc. which makes a person suitable to effectively work in a team. Studies suggest that employability skills are equally important indication of job performance as hard skills. The competency level of the worker increases with the Employability skills and takes him to the next level.

Recognizing this importance of soft skills, the DGT during its 38th Meeting held on 31st May, 2011 recommended introduction of subject "Employability Skills" replacing "Social Studies" in ITI curricula. Government of India accepted the above recommendation and introduced the subject "Employability Skills" in ITI curricula in place of "Social Studies" from the August, 2012 session.

In the 16th National Skills Qualifications Committee (NSQC) of NCVET held on 24th February, 2022, It was decided to revamp the present employability skills and should cater to the dynamic industry needs by imparting the trainees with adequate employability skills (ES) like skills like digital skills, online payment, communication, entrepreneurship, marketing etc. Accordingly, Employability Skills syllabus of 60 hrs. duration for all six months trades and 120 Hrs. duration for all one year and first year of two-year CTS trades is designed in collaboration with National Skill Development Corporation (NSDC).

GENERAL INFORMATION

1. Name of the subject	EMPLOYABILITY SKILLS
2. Applicability	<ul style="list-style-type: none"> • CTS - Mandatory for all trades
3. Hours of Instruction	<ul style="list-style-type: none"> • 60 Hrs. for all CTS trades of six months duration • 120 Hrs. in 1st year for all one and two-year CTS trades • 60 hrs. advance module in 2nd year for 2 years trades only.
4. Examination	<ul style="list-style-type: none"> • The examination for the subject will be held at the end of course / each year
5. Instructor Qualification	<p>MBA/ BBA /any Graduate / Diploma in any discipline with Two years' experience with short term ToT course in Employability Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above).</p> <p style="text-align: center;">OR</p> <p>Existing Social Studies Instructors in ITIs with short term ToT course in Employability Skills from DGT institutes.</p>

EMPLOYABILITY SKILLS –I (120 Hrs.)

Common for all One-year and 1st year of Two-year trades

Model Curriculum

Module Summary:

S. No	Module Name	Duration (hours)	Assessment Marks (in percentage)
1.	Introduction to Employability Skills	3	4
2.	Constitutional values - Citizenship	3	6
3.	Becoming a Professional in the 21 st Century	5	10
4.	Basic English Skills	20	10
5.	Career Development & Goal Setting	4	6
6.	Communication Skills	10	10
7.	Diversity & Inclusion	5	6
8.	Financial and Legal Literacy	10	10
9.	Essential Digital Skills	20	10
10.	Entrepreneurship	15	10
11.	Customer Service	10	6
12.	Getting Ready for Apprenticeship & Jobs	15	12
	Total	120	100

Key Learning Outcomes

Introduction to Employability Skills Duration: 3 Hours

After completing this programme, participants will be able to:

1. Outline the importance of Employability Skills for the current job market and future of work
2. List different learning and employability related GOI and private portals and their usage
3. Research and prepare a note on different industries, trends, required skills and the available opportunities

Constitutional values - Citizenship Duration: 3 Hours

4. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen
5. Discuss the role of personal values and ethics such as honesty, integrity, caring and respecting others, etc. in personal and social development
6. Identify and practice different environmentally sustainable practices

Becoming a Professional in the 21st Century Duration: 5 Hours

7. Discuss relevant 21st century skills required for employment
8. Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life
9. Create a pathway for adopting a continuous learning mindset for personal and professional development

Basic English Skills Duration: 20 Hours

10. Use appropriate grammar and sentences while interacting with others
11. Read English text with appropriate articulation
12. Role play a situation on how to talk appropriately to a customer in English, over the phone or in person
13. Write a brief note/paragraph / letter/e -mail using correct English

Career Development & Goal Setting Duration: 5 Hours

14. Create a career development plan
15. Identify well-defined short- and long-term goals

Communication Skills Duration: 10 Hours

16. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
17. Write a brief note/paragraph on a familiar topic
18. Explain the importance of communication etiquette including active listening for effective communication
19. Role play a situation on how to work collaboratively with others in a team

Diversity and Inclusion Duration: 5 Hours

20. Exhibit how to behave, communicate, and conduct oneself appropriately with all genders and PwD
21. Discuss the POSH Act and its significance

Financial and Legal Literacy Duration: 10 Hours

22. Discuss various financial institutions, products, and services
23. Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
24. Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
25. Calculate income and expenditure for budgeting
26. Discuss the legal rights, laws, and aids

Essential Digital Skills Duration: 20 Hours

27. Describe the role of digital technology in day-to-day life and the workplace
28. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
29. Demonstrate how to connect devices securely to internet using different means
30. Follow the dos and don'ts of cyber security to protect against cyber crimes
31. Discuss the significance of displaying responsible online behavior while using various social media platforms
32. Create an e-mail id and follow e- mail etiquette to exchange e -mails
33. Show how to create documents, spreadsheets and presentations using appropriate applications
34. utilize virtual collaboration tools to work effectively

Entrepreneurship Duration: 14 Hours

35. Describe the types of entrepreneurship and enterprises
36. Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements
37. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
38. Create a sample business plan, for the selected business opportunity
39. Discuss various sources of funding and identify associated financial and legal risks with its mitigation plan

Customer Service Duration: 5 Hours

40. Describe different types of customers
41. Role play a situation on how to identify customer needs and respond to them in a professional manner
42. Explain various tools used to collect customer feedback
43. Discuss the significance of maintaining hygiene and dressing appropriately

Getting ready for apprenticeship & Jobs Duration: 20 Hours

44. Draft a professional Curriculum Vitae (CV)
45. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
46. Demonstrate how to apply to identified job openings using offline /online methods as per requirement
47. Discuss how to prepare for an interview
48. Role play a mock interview
49. List the steps for searching and registering for apprenticeship opportunities

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS- I		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
<i>Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.</i>		

Employability Skills I – NOS (120 hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Performance Criteria (PC)

Introduction to Employability Skills

To be competent, the individual must be able to:

1. understand the significance of employability skills in meeting the current job market requirement and future of work.
2. identify and explore learning and employability relevant portals
3. research about the different industries, job market trends, latest skills required and the available opportunities.

Constitutional values – Citizenship

4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress
5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.
6. follow and promote environmentally sustainable practices

Becoming a Professional in the 21st Century

7. recognize the significance of 21st Century Skills for employment
8. practice the 21st Century Skills such as Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal and professional life
9. adopt a continuous learning mindset for personal and professional development

Basic English Skills

10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts
11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front
12. read and understand routine information, instructions, emails, letters etc. written in English
13. write short messages, notes, letters, e-mails etc., using accurate English

Career Development & Goal Setting

14. identify career goals based on the skills, interests, knowledge, and personal attributes
15. prepare a career development plan with short- and long-term goals.

Communication Skills

16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings
17. use active listening techniques for effective communication
18. communicate in writing using appropriate style and format based on formal or informal requirements
19. work collaboratively with others in a team

Diversity and Inclusion

20. ensure personal behavior, conduct, and use appropriate communication by taking gender into consideration
21. empathize with a PwD and aid a PwD, if asked
22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act

Financial and Legal Literacy

23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
25. identify common components of salary and compute income, expenses, taxes, investments etc.

26. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

27. operate digital devices and use their features and applications securely and safely

28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

29. display responsible online behavior while using various social media platforms

30. create a personal email account, send and process received messages as per requirement

31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

32. utilize virtual collaboration tools to work effectively

Entrepreneurship

33. identify different types of Entrepreneurship and Enterprises

34. use research and networking skills to identify and assess opportunities for potential business

35. develop a business plan and a work model, considering the 4Ps of Marketing- Product, Price, Place and Promotion

36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

37. identify different types of customers

38. identify and respond to customer requests and needs in a professional manner

39. use appropriate tools to collect customer feedback

40. follow appropriate hygiene and grooming standards.

Getting ready for apprenticeship & Jobs

41. create a professional Curriculum vitae (Résumé)

42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

43. apply to identified job openings using offline /online methods as per requirement

44. answer questions politely, with clarity and confidence, during recruitment and selection

45. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. need for employability skills

2. different learning and employability related portals

3. various constitutional and personal values

4. different environmentally sustainable practices and their importance

5. 21st-century skills and their importance

6. how to use English language for effective verbal (face to face and telephonic) and written communication in a formal and informal set-up

7. importance of career development and setting long- and short-term goals

8. Do's and don'ts of effective communication

9. POSH Act

10. inclusivity and its importance

11. different types of disabilities and appropriate verbal and non-verbal communication and behavior towards PwD

12. different types of financial institutes, products, and services

13. components of salary and how to compute income and expenditure

14. importance of maintaining safety and security in offline and online financial transactions

15. different legal rights and laws

16. different types of digital devices and the procedure to operate them safely and securely

17. how to create and operate an e- mail account

18. use of applications such as word processors, spreadsheets etc.

19. different types of Enterprises and ways to identify business opportunities

20. types and needs of customers

21. how to apply for a job and prepare for an interview

22. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

1. read and write different types of documents/instructions/correspondence in English and other languages
2. communicate effectively using appropriate language in formal and informal settings
3. behave politely and appropriately with all to maintain effective work relationship
4. how to work in a virtual mode, using various technological platforms
5. perform calculations efficiently
6. solve problems effectively
7. pay attention to details
8. manage time efficiently
9. maintain hygiene and sanitization to avoid infection

EMPLOYABILITY SKILLS –II (60 Hrs.)

Common for all 2nd year of Two-year trades

Model Curriculum

Module Summary:

S. No	Module Name	Duration (hours)	Assessment Marks (in percentage)
1.	Basic Career Skills	8	16
2.	Future Work Skills	12	22
3.	Engagement Activity 1: Family Engagement	2	-
4.	Entrepreneurial Skills	12	22
5.	Internet Skills	10	20
6.	Engagement Activity 2: Alumni Engagement	2	
7.	Professional Skills	12	22
8.	Engagement Activity 2: HR Interaction	2	-
	Total	60	100

Key Learning Outcomes

Basic Career Skills Duration: 8 Hours

Learners refresh the most important & relevant topics from Year 1 with focus on application-based learning through RPL (Recollection of Prior Learning)

- 1) Learners will be able to build a resume, cover letter & a job application
- 2) Learners will be able to use basic English Skills to communicate in Formal Situations
- 3) Learners will be able to use basic English Skills to communicate in Informal Situations
- 4) Learners will be able to demonstrate workplace etiquette, effective teamwork in real-life situations.

Topics -

- a) Applying for a job with updated documents:
 1. Building & reviewing resume
 2. Cover letter
 3. Application
- b) Communication in English - Informal Communication (Topics include Gender, Life Skills, Financial Literacy)
- c) Communication in English - Formal Communication in Industry scenario
- d) 21st Century ES Skills: Workplace etiquette, effective teamwork.

Future Work Skills Duration: 12 Hours

- 1) Learners will be able to list out the essential skills required for the Future Workplace, using online & offline modes to collect information
- 2) Learners will be able to use their knowledge of platform & gig economy to identify jobs relevant to them
- 3) Learners will be able to identify self-employment opportunities relevant to them
- 4) Learners identify and solve for challenges in migrating for work opportunities
- 5) Learners explore the SDIP platform to identify potential international job opportunities available to them

- 6) Learners will be able to differentiate workplace practices that align/misalign with green mindset

Topics -

- a) Introduction to Future Work Skills
- b) Platform & Gig Economy
- c) Self Employment Plan
(includes types of jobs students can explore outside their trade jobs)
- d) Migrating for work - Inter-state or International, success stories, safety practices
(Success Stories)
- e) SDIP - Explore International jobs
- f) Green Mindset

Engagement Activity 1: Family Engagement Duration: 2 Hours

- 1) Family members gain awareness of the career aspirations, job opportunities available for the
- 2) learners and develop an encouraging mindset
Learners get a more conducive environment for career development

Entrepreneurial Skills Duration: 12 Hours

- 1) Learners will be able to identify the stages of the design thinking process
- 2) Learners will be able to apply design thinking principles to solve a real-life problem
- 3) Learners will be able to apply design thinking principles to identify a potential business idea
- 4) Learners will be able to build and present a comprehensive business plan including marketing, finance, scale up, accounting, reflecting entrepreneurial mindset.

Topics -

- a) Design Thinking
- b) Build a business plan/self employment plan
- c) Present a business plan/self employment plan

Internet Skills Duration: 10 Hours

- 1) Learners will be able to use the internet to find, sort & present information on a given topic and reflect on their self-learning process
- 2) Learners will be able to use the internet to explore key job portals, identify and apply for potential jobs
- 3) Learners will be able to apply for jobs by attaching their resume, cover letter & other relevant documents via email
- 4) Learners will be able to identify how to use social media tools such as WhatsApp, YouTube, Instagram etc to build **alternate** career paths

Topics -

- a) Using internet for self learning
- b) Using internet for job search
- c) Sending email with attachments
- d) Digital skills for alternate career

Engagement Activity 2: Alumni Engagement Duration: 2 Hours

- 1) Learners gain deeper insights about the workplace, its challenges and new ideas to solve for the problems
- 2) Learners feel a greater sense of motivation and confidence towards their career

Professional Skills Duration: 12 Hours

- 1) Learners will be able to demonstrate people skills, personality skills, thinking skills required in various workplace scenarios
- 2) Learners will be able to state the importance of CPD for their career growth
- 3) Learners are able to identify relevant online courses for upskilling/continuous learning.

- 4) Personality Skills: Adaptability, Flexibility, Growth Mindset
Thinking Skills: Creative Thinking, Negotitation & Decision Making, Future Thinking

Topics -

- a) People Skills - peer, leader and team skills
- b) Personality Skills
- c) Thinking Skills - Future thinking, creative thinking etc
- d) CPD for Career Growth

Engagement Activity 2: HR Interaction Duration: 2 Hours

- 1) Learners will be able to resolve their workplace and career related queries
- 2) Learners feel a greater sense of motivation and confidence towards their career

Employability Skills II – NOS (60 hours)

Description

This NOS unit is about carrying out operations about learners applying basic and advanced Employability Skills concepts in real life situations to become a successful 21st century professional

Scope

The scope covers the following:

- plan and prepare advance employability skills activities
- carry out the work to plan and prepare the learners to build key knowledge and skills for career development in the 21st century using advanced employability skills
- documenting the record

Elements and Performance Criteria

plan and prepare the advanced employability skills activities

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

- PC1.** identify the advanced employability skills activities
- PC2.** prepare schedule to plan and prepare the learners to build key knowledge and skills for career development in the 21st century using advanced employability skills
- PC3.** arrange required class room, multimedia computer, white board and LCD projector

carry out the work to plan and prepare the learners to build key knowledge and skills for career development in the 21st century using advanced employability skills

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

- PC4.** follow the safety precautions while handling computer and LCD projectors
- PC5.** prepare learners will be able to build a resume, write a cover letter & a job application
- PC6.** plan and prepare use basic english skills to communicate in formal situations
- PC7.** plan and prepare use basic english skills to communicate in informal situations
- PC8.** practice to demonstrate workplace etiquette, effective teamwork in real-life situations
- PC9.** plan and prepare to use their knowledge of platform & gig economy to identify jobs relevant to them
- PC10.** plan and prepare to identify self-employment opportunities relevant to them
- PC11.** plan and prepare to identify and solve for challenges in migrating for work opportunities
- PC12.** plan and prepare to explore the SDIP platform to identify potential international job opportunities available to them
- PC13.** plan and prepare to differentiate workplace practices that align/misalign with green mindset
- PC14.** plan and prepare to identify the stages of the design thinking process
- PC15.** prepare to apply design thinking principles to solve a real-life problem and identify a potential business idea
- PC16.** practice to build and present a comprehensive business plan including marketing, finance, scale up, accounting, reflecting entrepreneurial mindset.
- PC17.** carry out the work to use the internet to find, sort & present information on a given topic and reflect on their self-learning process

- PC18.** prepare and practice to use the internet to explore key job portals, identify and apply for potential jobs
- PC19.** plan and prepare to apply for jobs by attaching their resume, cover letter & other relevant documents via email
- PC20.** prepare and practice to identify how to use social media tools such as whatsapp, you tube, instgram etc to build alternate career paths
- PC21.** prepare to demonstrate people skills, personality skills, thinking skills required in various workplace scenarios

documenting the record

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

- PC22.** execute the advance employability skills
- PC23.** record the plan and prepare the learners to build key knowledge and skills for career development in the 21st century using advanced employability skills activities
- PC24.** ensure plan and prepare the learners to build key knowledge and skills for career development in the 21st century using advanced employability skills as per the check list

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic knowledge of need for advance employability skills
- KU2.** basic theory of process to be followed to apply to a job - writing resume, cover letter & application form
- KU3.** basic knowledge of identify & differentiate between formal and informal situations.
- KU4.** basic theory about choosing the right language necessary in different situation.
- KU5.** basic knowledge of list acceptable and unacceptable behaviors at workplace
- KU6.** basic theory of learners will be able to list out the essential skills required for the future workplace, using basic internet search skills
- KU7.** basic knowledge about differentiate platform, gig & self employment opportunities
- KU8.** basic knowledge to identifying platforms/application that provide relevant job opportunities
- KU9.** basic theory about able to outline the pros & cons of migrating for work
- KU10.** basic theory about able to describe the objective of the sdip portal.
- KU11.** basic theory about learners describe what is green mindset.
- KU12.** basic theory about able to outline the framework of a business plan
- KU13.** basic theory about able to locate/find the information on the internet
- KU14.** basic theory about list the steps involved in sending an email.
- KU15.** basic theory about different types of enterprises and ways to identify business opportunities
- KU16.** basic knowledge about can list different social media platforms and describe its usefulness.
- KU17.** basic knowledge of learners will be able to recognize the importance of people skills in the workplace.
- KU18.** learners will be able to state the importance of continued professional development.

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in english and other languages

- GS2.** career mindset
- GS3.** develop a mindset to differentiate a job and a career to build a sustainable career
- GS4.** demonstrate digital fluency in personal & professional context
- GS5.** demonstrate skills required to thrive in a 21st century work culture

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS - II		
S no.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all softwares should either be latest version or one/two version below)	01 computer for two trainees
2.	UPS	As required
3.	Scanner cum Printer	1 no.
4.	Computer Tables	As required
5.	Computer Chairs	01 no. for each trainee
6.	LCD Projector	1 no.
7.	White Board 1200mm x 900mm	1 no.
<i>Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.</i>		

EMPLOYABILITY SKILLS –III (60 Hrs.)

Common for all 06 Months Trades

Model Curriculum

Module Summary:

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	50

Key Learning Outcomes

Introduction to Employability Skills Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively

35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS - III		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
<i>Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.</i>		

Employability Skills III – NOS (60 hours)

Target audience: As per 16th NSQC MoM, 60 hours ES to be included for level 3, 4, 5 and above

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Performance Criteria (PC)

Introduction to Employability Skills

To be competent, the individual must be able to:

1. Identify employability skills required for jobs in various industries
2. identify and explore learning and employability portals

Constitutional values – Citizenship

3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

5. recognize the significance of 21st Century Skills for employment
6. practice the 21st Century Skills such as Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

7. use basic English for everyday conversation in different contexts, in person and over the telephone
8. read and understand routine information, notes, instructions, mails, letters etc. written in English
9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

10. understand the difference between job and career
11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings
13. work collaboratively with others in a team

Diversity & Inclusion

14. communicate and behave appropriately with all genders and PwD
15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

16. select financial institutions, products and services as per requirement
17. carry out offline and online financial transactions, safely and securely
18. identify common components of salary and compute income, expenses, taxes, investments etc

19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

20. operate digital devices and carry out basic internet operations securely and safely
21. use e- mail and social media platforms and virtual collaboration tools to work effectively
22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

26. identify different types of customers
27. identify and respond to customer requests and needs in a professional manner.
28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

29. create a professional Curriculum vitae (Résumé)
30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
31. apply to identified job openings using offline /online methods as per requirement
32. answer questions politely, with clarity and confidence, during recruitment and selection
33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. need for employability skills and different learning and employability related portals
2. various constitutional and personal values
3. different environmentally sustainable practices and their importance
4. 21st century skills and their importance
5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
6. importance of career development and setting long- and short-term goals
7. about effective communication
8. POSH Act
9. Gender sensitivity and inclusivity
10. different types of financial institutes, products, and services
11. how to compute income and expenditure
12. importance of maintaining safety and security in offline and online financial transactions
13. different legal rights and laws
14. different types of digital devices and the procedure to operate them safely and securely

15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
16. how to identify business opportunities
17. types and needs of customers
18. how to apply for a job and prepare for an interview
19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

1. read and write different types of documents/instructions/correspondence
2. communicate effectively using appropriate language in formal and informal settings
3. behave politely and appropriately with all
4. how to work in a virtual mode
5. perform calculations efficiently
6. solve problems effectively
7. pay attention to details
8. manage time efficiently
9. maintain hygiene and sanitization to avoid infection
