

Competency Based Curriculum

EMPLOYABILITY SKILLS

(Blended Learning)

For

CRAFTSMAN TRAINING SCHEME (CTS) /
APPRENTICESHIP TRAINING SCHEME (ATS)



Redesigned in 2019

Skill India

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Developed by



सत्यमेव जयते

Government of India

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Directorate General Training

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

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Kolkata – 700091

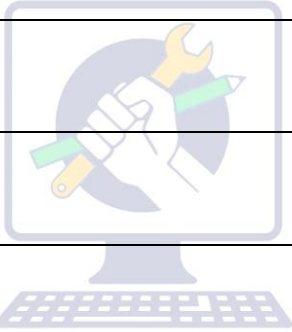
Members participated for Trade committee meeting to finalize the syllabus of Employability Skills at NIMI, Chennai

S No.	Name & Designation (Shri/Smt)	Organization	Remarks
1.	R.P. Dhingra, Director	NIMI, Chennai	Chairman
2.	Sanjay Kumar, Director	DGT, New Delhi	Member
3.	BVS Sessa Chari, Director	CSTARI, Kolkata	Member
4.	Dr. T. Jayasudha, Deputy Director	NIMI, Chennai	Secretary
5.	Nirmalya Nath, Deputy Director	NIMI, Chennai	Member/ coordinator
6.	Sarita Upadhyay	Medha Leaning Foundation	Member
7.	Shivani Sharma	Medha Leaning Foundation	Member
8.	Padma Jayaraman	Mahindra Pride Classroom	Member
9.	Anandhi Arvind, State Head	Mahindra Pride Classroom	Member
10.	Mohammed Faiyaz	Mahindra Pride Classroom	Member
11.	Deonizia Sampai, Manager, Facilitator Development	TATA STRIVE	Member
12.	Sailas Praveenth, Project Manager, Programme Execution	TATA STRIVE	Member
13.	Charu Babbar, Specialist – Content Design & Development	TATA STRIVE	Member
14.	Ajita Karve, LEAD – Design & Incubation	TATA STRIVE	Member
15.	Sarmila Mohapatra, YDM – Facilitator	TATA STRIVE	Member
16.	Muthurama Subramanian, Manager Service Training	Ashok Leyland Limited, Guindy	Member
17.	Ashish Katiyar	KPMG – PMC Team STRIVE PROJECT	Member
18.	Dhanya Narayanan, COO	Rubicon Skill Development	Member
19.	Pravir Kumar, CEO	Rubicon Skill Development	Member
20.	Shalini Mehra, Associate Director	Quest Alliance	Member

21.	Sushmitha Sridhara, Manager Training & Content	Quest Alliance, Bangaluru	Member
22.	Ashutosh Tosaria	Quest Alliance	Member
23.	Kotresh H. B	Quest Alliance	Member
24.	Dr. Sumathi Shivakumar, Asst. Professor of English	A. M. Jain Collage, Chennai	Member
25.	Ashoke Rarhi, Dy. Director	CSTARI Kolkata	Member
26.	K. Karpagam, Deputy Director	DET, Chennai	Member
27.	Mayank N Parikh, Principal	ITI Saraspur, Ahmedabad, Gujarat	Member
28.	K. V. Satya Narayana, Trg. Officer	CSTARI, Kolkata	Member
29.	C. Gopinath, Trg. Officer	NSTI Chennai	Member
30.	A. Vairamani	Govt. ITI, Aruppukottai, Tamil Nadu	Member
31.	J. Kingsly Peter	GOVT ITI Coonoor, Tamil Nadu	Member
32.	K. Mani Kandan, Trainer	GOVT ITI Cuddalore, Tamil Nadu	Member
33.	P. Selvam, Trainer	GOVT ITI – Ariyalur, Tamil Nadu	Member
34.	J. Sajin, Trainer	GOVT ITI – Konam, Nagercoil, Tamil Nadu	Member
35.	B. R. Srikanth, Trainer	GOVT ITI, Trichy, Tamil Nadu	Member
36.	Dr. Poonam Sinha, Director	NEISBUD	Expert
37.	Ashwinder Singh Bahal, Director (Voc)	NIOS, New Delhi	Expert
38.	Rajeev Khurana, Senior Advisor	Training Academy Division, Maruti Suzuki India Limited, Gurgaon	Expert
39.	Leena Deshpande, Associate Vice President (HR) and Head CSR	Bharat Forge Ltd., Pune	Expert
40.	G. Murali, Principal	Ramkrishna Mission Vidyalaya, Coimbatore	Expert
41.	Jeetamitra Satpathy, Principal	ITI, Bhubaneswar	Expert

CONTENTS

S No.	Topics	Page No.
1.	Rationale	6
2.	General Information	7
3.	Allotment of time and marks between topics	8
4.	Distribution of Topics between semesters	9
5.	Learning Outcome	10
6.	Details of Syllabus	11
7.	Assessment Criteria	17
8.	List of Tools & Equipment	19


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1. 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 National Council for Vocational Training (NCVT) 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 of the council (NCVT) and introduced the subject "Employability Skills" in ITI curricula in place of "Social Studies" from the August, 2012 session.

In the STRIVE meeting held on 26th march 2019 through video conferencing for "Improved Teaching with blended mode of Learning" with CSTARI and NIMI along with DDG (C&P), chaired by DG/AS, It was directed to revamp the present employability skills of 110 Hrs to 160 Hrs for all the CTS trades. Further for 2 years CTS trades, 80 Hrs of web based module on "English and Communication Skills" to be developed.

2. GENERAL INFORMATION

1. Name of the subject	Employability Skills
2. Applicability	<ul style="list-style-type: none">• CTS - Mandatory for all trades• ATS - Mandatory for fresher only
3. Hours of Instruction	<ul style="list-style-type: none">• 160 Hrs for all CTS trades• Additional 80 hrs web based module for 2 years trade only.
4. Examination	Summative Assessment for 1st year 160 hrs. Formative Assessment for 2nd year 80 hrs. (Online web content)
5. Instructor Qualification	MBA/ BBA /Graduate in Sociology/ Social Welfare/ Economics/ Graduate/ Diploma from recognized university/ board with Two years experience and trained in Employability Skills from DGT institutes. AND Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above. OR Existing Social Studies Instructors duly trained in Employability Skills from DGT institutes.

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3. ALLOTMENT OF TIME AND MARKS AMONG THE TOPICS

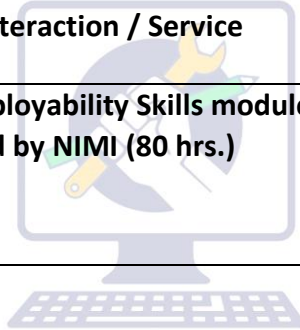
S No.	Topics	Allotted Hrs.	Marks Allotted	To be covered in
1.	Behavioral Skills	10 Hrs.	Nil	1 st year
2.	English Literacy	30 hrs.	10	
3.	Communication skill	20 hrs.	08	
4.	IT Literacy	20 hrs.	08	
5.	Entrepreneurship skills	20 hrs	06	
6.	Maintaining Efficiency at Workplace	10 hrs.	03	
7.	Occupational safety, health, and Environment Education	10 hrs.	03	
8.	Essential Skills for Success	10 hrs.	03	
9.	Labour Welfare Legislation	05 hrs.	1.5	
10.	Quality Management	05 hrs.	1.5	
11.	Preparation to the world of work	10 hrs.	03	
12.	Customer Interaction/ Service	10 hrs.	03	
	Total	160 hrs.	50	

2nd year web-based Employability Skills module of 80 hrs. to be developed by NIMI, Chennai.

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4. DISTRIBUTION OF TOPICS

Year	Topics	Examination
1 st Year	<ol style="list-style-type: none">1. Behavioral Skills2. English Literacy3. Communication Skills4. I.T. Literacy5. Entrepreneurship Skills6. Maintaining Efficiency at Workplace7. Occupational safety, health, and Environment Education8. Essential Skills for success9. Labour Welfare Legislation10. Quality Management11. Preparation to the world of work12. Customer Interaction / Service	Final examination at the end of 1 st year
2 nd Year	Web-based Employability Skills module to be developed by NIMI (80 hrs.)	Formative assessment of 50 Marks during the 2 nd year



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5. LEARNING OUTCOME

1. Apply safe working practices.
2. Comply with environment regulation and housekeeping.
3. Interpret & use formal and technical communication.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.
5. List and interpret various acts of labour welfare legislation.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.



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6. DETAIL OF SYLLABUS

EMPLOYABILITY SKILLS (Blended Mode)		
Module	Topics	Methodolgy
1. Behavioural Skills		Duration: 10 Hrs. Marks: Nil
Expectation Setting	Creating a focused and responsible learning environment	Chart Paper Activity
Personal Strength Analysis/ Strength Blindness	Self -awareness and confidence building	Activity Based
Perception Management	Display Professionalism at the institute and work place	Project Based/ Scenario Based/ Story Telling/ Skit based/ Role Play
Ethics, Values & Etiquette	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.	Project Based/ Scenario Based/ Story Telling/ Skit based/ Role Play
Social Etiquette	Characteristic of a responsible citizen- Display the same by respecting self, others, environment, care for duty and value for time.	Project Based/ Scenario Based/ Story Telling/ Skit based/ Role Play
Role Modeling	Adopting best practices and aspire to follow success stories of individual for personal development.	Group Presentation
2. English Literacy		Duration: 30 Hrs. Marks: 10
Functional English	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	Ensure that they have enough time to prepare for each activity – role playing, pictures, Name/ place/ animal/ thing, Match the columns, Fill in the blanks, Show and tell, Tell a story, what I did yesterday, describing favorite things/ experiences, hot seat, treasure hunt, phrase ball, dialogues,

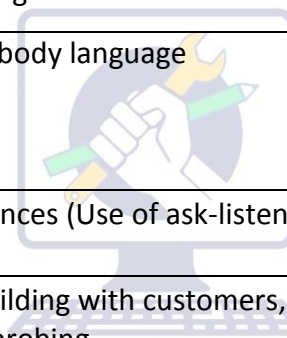
	Sharing information with others Formal & Informal communication Speak and provide information about workplace Discussions on current happenings.	Newspaper reading, Quiz each other in class, Word search, Crossword, Extempore, Authentic life situations, Writing Leave application, Form filling, Writing resume, etc.
Reading	Reading simple sentences about: a) Self b) Work c) Environment	
Written English	Simple writing skills	
3. Communication Skills		Duration: 20 Hrs. Marks: 8
Self- Introduction	Interview Skills/Confidence Building	Introduction
Perception Management	Professionalism and Display of same at the institute and work place	Project Based/Scenario Based/Story Telling/Skit based/Role Play
a. Verbal Communication	Understand the usage of appropriate words to express themselves Communicate effectively on telephone.	Group Discussions, Inter active session on a particular topic
b. Non-Verbal Communication	Manage Personal Hygiene and Presentation	Activity Based
	Positive body language: adopt and use it appropriately to build a positive impression	Attitude building, Personal Grooming session, Audio-Visual Classes
	Different spatial zones: Understanding and need to maintain it, create safe zones for communication	Activity Based
	Maintaining appropriate eye-contact in building trust and confidence	Conducting GD and PI on different topics
	Impact of touch in a formal environment. Acceptable and unacceptable touch.	
Role of tone in any communication.		
Campus to Work	Time Management and Planning Skills	Scenario Based Role Plays
	Interview skills- its phases & ways to crack interview.	Personal Interview/ Group Interview Practice
	Handling setbacks/rejection and recover from it with an action plan.	Scenario based, Project Based
	Developing strong professional contacts/ network to gain support in learning process and career as a whole.	Scenario based, Project Based
4. I.T. Literacy		Duration: 20 Hrs. Marks: 08
Basics of Computers	Introduction to Computers and its applications Hardware and peripherals Starting and shutting down of computer Basic of computer Networks.	PPT, Video and Demonstration

Operating System	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.	Demonstration and Assembling (plugging in devices)
MS-Word	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	Audio visuals, task based activities, demonstration
MS-Excel	Basics of Excel worksheet & its importance Creating simple worksheets Adding and average functions Printing of simple excel sheets	PPT, Demonstration & Practice
Web browsers & Search Engines	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.	Project based assignment to utilize Internet research skills, usage of word and Excel, CV cr internet profile creation (Linkedin), job search, online application and e-learning portals.
Email	Creating & using an email account –like Gmail or any other. Usage of CC & BCC. Attaching documents Checking email and composing Email.	Activity- Demonstration & Practice
Mobile application	Scanning QR/AR code, Sharing best practices and downloading trade related videos using Wi-Fi, Fund transfer through App like BHIM.	Activity- Demonstration & Practice
5. Entrepreneurship Skills		Duration: 20 Hrs. Marks: 06
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.	Project work and case studies to be used along with debrief by facilitator to connect the concepts to experiences gained through projects and case studies. Budget Planning - Activity

	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. Marks: 03
Maintaining Efficiency at Workplace	Factors affecting productivity	Classroom sessions with Videos
	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. Marks: 03
Safety and Health	Introduction to Occupational Safety & health at work place, Occupational Hygiene	Class room methods and Demo
Occupational Hazards	Basic Hazards. Chemical ,Physical (Electrical, Temperature, Illumination) Ergonomic, Biological, Vibro acoustic, Mechanical, Psychosocial Hazards, Prevention of hazards	Class room methods, Videos
Accident and Safety	Different types of Personal Protective Equipment (PPE) Accident Prevention techniques	Class room methods and Demo
First-aid	Care of injured & Sick at the workplace First-Aid & Transportation of sick person	Class room methods, Demo, Role play
Basic provisions on safety and Health	Basic provisions of safety & health	Class room methods, Videos
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	Class room methods, Videos
Environmental ethics	Different actions people that affect others and the environment .	Videos
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.	Videos

8. Essential skills for success		Duration: 10 Hrs. Marks: 03
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.	Activity-based / reflection exercises /video tutorials (financial literacy)/ workbook (money management, keeping track of expenses and savings)/ introduce money tracking apps
9. Labour Welfare Legislation		Duration: 05 Hrs. Marks: 1.5
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.	Awareness Programme, PPT, Inter Active session
10. Quality Management		Duration: 05 Hrs. Marks: 1.5
Quality Concept and Consciousness	Create awareness on introduction of quality Concepts.	Demonstration of Quality assurance, maintenance, proper method of checking quality tools and services.
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. Marks: 03
Career Plan	Identify the difference between job and career	Market scans by students / Group discussions / presentations/ internet search / industry expert interaction / day in the life videos of professionals / access to career counseling platforms / posters for career pathways
Basic Professional Skills	Job roles available in respective trades	Activity-based / practice-based / prototyping (models of career plan) / reflection-based / group learning - plan as a team
Career Pathways	Awareness of industries, and the respective professional pathways	Role plays / presentation / industry expert lectures /

		activity-based (teamwork activities) / video analysis / case studies / simulation exercises (a day at work, etc.) for behavior building
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.	Market Scan, Professional interviews, online search - Group project and Self-learning
12. Customer Interaction / service		Duration: 10 Hrs. Marks: 03
Greeting customers	Forms of greeting	Role plays / video demos
Probing-understanding customer requirements	Use of positive body language	Role plays / activity-based learning / case study
Handling grievances	Handling grievances (Use of ask-listen-repeat technique)	Role play / Case study analysis
Relationship building with customers	Relationship building with customers, importance of probing.	Role play / Case study
To identify the importance of probing	Use of open-ended/ close-ended questions to gauge requirement	Role play / Case study



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7. ASSESSMENT CRITERIA

LEARNING OUTCOME	ASSESSMENT CRITERIA
1. Apply safe working practices	2.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements and according to site policy.
	2.2 Report all unsafe situations according to site policy
	2.3 Identify and take necessary precautions on fire and safety hazards and report according to procedures.
	2.4 Identify, handle and store / dispose of dangerous goods and substances according to site policy and procedures following safety regulations and requirements.
	2.5 Identify site policies and procedures in regard to illness or accident.
	2.6 Apply safety alarms accurately.
	2.7 Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	2.8 Execute site evacuation procedures according to site policy.
	2.9 Use Personal Protective Equipment (PPE) as per related working environment.
	2.10 Perform basic first aid and use them under different circumstances.
	2.11 Use different fire extinguisher as per requirement during Drill or other necessary situation.
2. Comply with environment regulation and housekeeping.	2.1 Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	2.2 Apply different components of 5S in the working environment.
	2.3 Use energy and materials in an environment friendly manner.
	2.4 Reduce waste and dispose of the waste as per procedure.
3. Interpret & use formal and technical communication.	3.1 Identify and use appropriate words for communication.
	3.2 Choose proper tools to communicate.
	3.3 Use Positive body language while communicating.
	3.4 Maintain proper eye contact to built trust and confidence.
4. Apply the concept in productivity & quality management in day to day	4.1 Identify the trades and critical ingredients.
	4.2 Identify factors affecting productivity.

work to improve productivity & quality.	4.3 Awareness on quality concepts.
	4.4 Maintain quality management systems (QMS) via using PDCA, Fishbone, 5S, 5D, Kaizen.
5. List and interpret various acts of labour welfare legislation.	5.1 Explain benefits guaranteed under various applicable Acts.
	5.2 Interpret applicable labour and industrial laws.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	6.1 Explain energy conservation, cause of global warming and pollution.
	6.2 Show protective measures to balance the resources of nature.
	6.3 Explain effects of global warming and its precautions from damage. Dispose waste following standard procedure.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	7.1 Explain personnel finance and entrepreneurship.
	7.2 Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the Policies/ Programmes, procedure and available schemes.
	7.3 Prepare Project report to become an entrepreneur for submission to financial institutions.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.	8.1 Work with MS Office viz., word, excel, etc.
	8.2 Use internet for finding out various data pertaining to the trade.

9. LIST OF TOOLS & EQUIPMENT

EMPLOYABILITY SKILLS (For batch of 20 Candidates)		
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)	10 nos.
2.	UPS – 500 VA	10 nos.
3.	Scanner cum Printer	1 no.
4.	Computer Tables	10 nos.
5.	Computer Chairs	20 nos.
6.	LCD Projector	1 no.
7.	White Board 1200mm x 900mm	1 no.

Note: Above Tools & Equipments not required, if Computer LAB is available in the institute.

2nd Year Employability skills syllabus for 80 hrs to be developed separately along with Tools and Equipment List.

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