

## Employability Skills (90 hours)

### Model Curriculum

#### Module Summary:

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	3	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	5	4
4.	Basic English Skills	10	8
5.	Career Development & Goal Setting	4	3
6.	Communication Skills	10	4
7.	Diversity and Inclusion	2.5	2
8.	Financial and Legal Literacy	10	4
9.	Essential Digital Skills	20	8
10.	Entrepreneurship	7	5
11.	Customer Service	9	3
12.	Getting ready for apprenticeship & Jobs	8	5
	<b>Total</b>	<b>90</b>	<b>50</b>

#### 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: 1.5 Hours**

4. 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
5. Demonstrate how to practice different environmentally sustainable practices

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

6. Discuss relevant 21st century skills required for employment
7. 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
8. Create a pathway for adopting a continuous learning mindset for personal and professional development

##### Basic English Skills **Duration: 10 Hours**

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

##### Career Development & Goal Setting **Duration: 4 Hours**

12. Create a career development plan
13. Identify well-defined short- and long-term goals

##### Communication Skills **Duration: 10 Hours**

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

##### Diversity and Inclusion **Duration: 2.5 Hours**

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

**Financial and Legal Literacy**      **Duration: 10 Hours**

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

**Essential Digital Skills**      **Duration: 20 Hours**

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

**Entrepreneurship**      **Duration: 7 Hours**

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

**Customer Service**      **Duration: 9 Hours**

37. Classify different types of customers
38. Demonstrate how to identify customer needs and respond to them in a professional manner
39. Discuss various tools used to collect customer feedback
40. Discuss the significance of maintaining hygiene and dressing appropriately

**Getting ready for apprenticeship & Jobs**      **Duration: 8 Hours**

41. Draft a professional Curriculum Vitae (CV)
42. Use various offline and online job search sources to find and apply for jobs
43. Discuss the significance of maintaining hygiene and dressing appropriately for an interview
44. Role play a mock interview
45. List the steps for searching and registering for apprenticeship opportunities

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainer should: <ul style="list-style-type: none"> <li>• have good communication skills</li> <li>• be well versed in English</li> <li>• have digital skills</li> <li>• have attention to detail</li> <li>• be adaptable</li> <li>• have willingness to learn</li> </ul>
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					

Trainer Certification	
Domain Certification	Platform Certification
Certified in 90-hour Employability NOS (2022), with a minimum score of <b>80%</b>  <b>OR</b>  Certified in 120-hour Employability NOS (2022), with a minimum score of <b>80%</b>	NA

## Master Trainer Requirements

Master Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers	Prospective ES Master trainer should: <ul style="list-style-type: none"> <li>• have good communication skills</li> <li>• be well versed in English</li> </ul>

Certified Master Trainer	Qualification Pack: Master Trainer (MEP/Q2602)			3	EEE training of Management SSC (MEPSC) (155 hours)	<ul style="list-style-type: none"> <li>• have basic digital skills</li> <li>• have attention to detail</li> <li>• be adaptable</li> <li>• have willingness to learn</li> <li>• be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others</li> </ul>
--------------------------	--	--	--	---	--	--

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 90-hour Employability NOS (2022), with a minimum score of <b>90%</b> .  <b>OR</b> Certified in 120-hour Employability NOS (2022), with a minimum score of <b>90%</b>	NA

### Assessment Strategy

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
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 &amp; Equipment not required, if Computer LAB is available in the institute.</i>		

## **Employability Skills – NOS (90 hours)**

*Target audience: As per 16<sup>th</sup> NSQC MoM, 90 hours ES to be included 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. 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. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
5. follow environmentally sustainable practices

#### **Becoming a Professional in the 21st Century**

6. recognize the significance of 21st Century Skills for employment
7. 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
8. adopt a continuous learning mindset for personal and professional development

#### **Basic English Skills**

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

#### **Career Development & Goal Setting**

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

#### **Communication Skills**

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

#### **Diversity and Inclusion**

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

#### **Financial and Legal Literacy**

20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
22. identify common components of salary and compute income, expenses, taxes, investments etc.
23. identify relevant rights and laws and use legal aids to fight against legal exploitation

#### **Essential Digital Skills**

24. operate digital devices and use their features and applications securely and safely
25. 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.
26. display responsible online behavior while using various social media platforms

27. create a personal email account, send and process received messages as per requirement
28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
29. utilize virtual collaboration tools to work effectively

#### **Entrepreneurship**

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

#### **Customer Service**

33. identify different types of customers and ways to communicate with them
34. identify and respond to customer requests and needs in a professional manner
35. use appropriate tools to collect customer feedback
36. follow appropriate hygiene and grooming standards

#### **Getting ready for apprenticeship & Jobs**

37. create a professional Curriculum vitae (Résumé)
38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
39. apply to identified job opening using offline /online methods as per requirement
40. answer questions politely, with clarity and confidence, during recruitment and selection
41. 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. components of salary and 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
16. use applications such as word processors, spreadsheets etc.
17. how to identify business opportunities
18. types and needs of customers
19. how to apply for a job and prepare for an interview
20. 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 setting
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

#### Assessment Criteria

S. No	Module Name	Assessment Marks
1.	Introduction to Employability Skills	2
2.	Constitutional values - Citizenship	2
3.	Becoming a Professional in the 21st Century	4
4.	Basic English Skills	8
5.	Career Development & Goal Setting	3
6.	Communication Skills	4
7.	Diversity & Inclusion	2
8.	Financial and Legal Literacy	4
9.	Essential Digital Skills	8
10.	Entrepreneurship	5
11.	Customer Service	3
12.	Getting ready for apprenticeship & Job	5
	<b>Total</b>	<b>50</b>

#### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	TBD
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	All sectors
<b>Sub-Sector</b>	Life Skills
<b>Occupation</b>	Employability Skills
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	TBD