

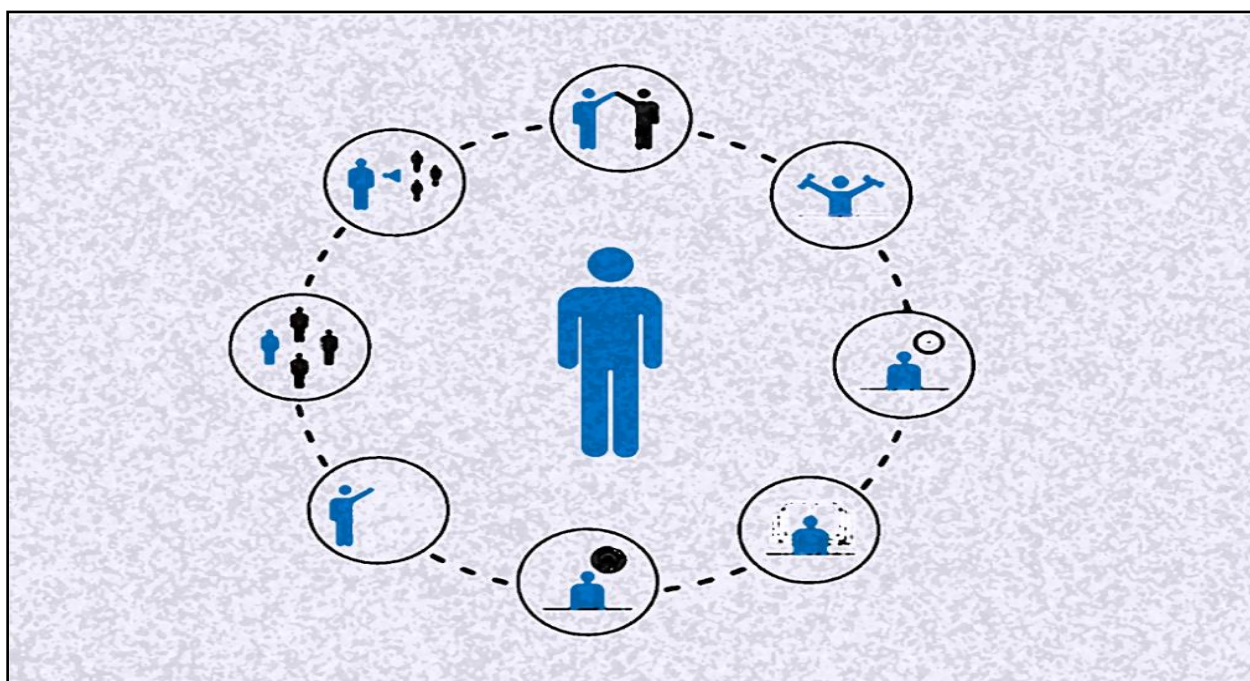


GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

EMPLOYABILITY SKILLS

FOR CRAFTSMEN TRAINING SCHEME (CTS)



Designed in 2019

Developed By

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

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EMPLOYABILITY SKILLS –I (160 Hrs.)

Common for all One-year and Two-year trades

Syllabus for Employability Skills – I (160 Hrs.)	
Module	Topics
1. Behavioral Skills	
Duration: 10 Hrs.	
Expectation Setting	Creating a focused and responsible learning environment
Personal Strength Analysis/ Strength Blindness	Self -awareness and confidence building
Perception Management	Display Professionalism at the institute and work place
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.
Social Etiquette	Characteristic of a responsible citizen- Display the same by respecting self, others, environment, care for duty and value for time.
Role Modeling	Adopting best practices and aspire to follow success stories of individual for personal development.
2. English Literacy	
Duration: 30 Hrs.	
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 Sharing information with others Formal & Informal communication Speak and provide information about workplace Discussions on current happenings.
Reading	Reading simple sentences about: a) Self b) Work c) Environment
Written English	Simple writing skills

3. Communication Skills		Duration: 20 Hrs.
Self- Introduction	Interview Skills/Confidence Building	
Perception Management	Professionalism and Display of same at the institute and work place	
a. Verbal Communication	Understand the usage of appropriate words to express themselves Communicate effectively on telephone.	
b. Non-Verbal Communication	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.	
Campus to Work	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.	
4. I.T. Literacy		Duration: 20 Hrs.
Basics of Computers	Introduction to Computers and its applications. Hardware and peripherals. Starting and shutting down of computer. Basic of computer Networks.	
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.	
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.	
MS-Excel	Basics of Excel worksheet & its importance. Creating simple worksheets. Adding and average functions. Printing of simple excel sheets.	
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.	
Email	Creating & using an email account –like Gmail or any other. Usage of CC & BCC. Attaching documents Checking email and composing Email.	
Mobile application	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	<p>Need of becoming entrepreneur.</p> <p>Ways to become a good entrepreneur.</p> <p>Enabling environment available to become an entrepreneur. Different Govt. institutions/schemes promoting Entrepreneur viz., Gramin banks, PMMY-MUDRA loans, DIC, SIDA, SISI, NSIC, SIDO.</p> <p>Ways to set up an enterprise and different aspects involved viz., legal compliances, Marketing aspect, Budgeting, etc.</p> <p>Day to day monitoring mechanism for Maintaining an enterprise.</p> <p>Different Government schemes supporting entrepreneurship.</p> <p>Examples of successful and unsuccessful entrepreneurs.</p>
6. Maintaining Efficiency at Workplace	
Duration: 10 Hrs.	
Maintaining Efficiency at Workplace	<p>Factors affecting productivity</p> <p>Improving Productivity</p> <p>Personal finance literacy Planning, Saving, Tax, Govt. schemes for financial safety e.g. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), etc.</p>
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	<p>Introduction to Environment, ecosystem and factors causing imbalance</p> <p>Pollution and pollutants including liquid, gaseous, solid and hazardous waste</p> <p>Protecting the environment - Energy Conservation, ground water, global warming</p> <p>Responsibility about the environment</p> <p>Segregation and disposal of waste</p>
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

EMPLOYABILITY SKILLS –II (80 Hrs.)

For second year of all Two-year trades

EMPLOYABILITY SKILLS-II (Blended Mode)		
Module	Topics	Methodology
1. English Literacy		Duration: 20 Hrs. Marks: 12
Me/Myself, We/Ourselves	Greetings Introducing yourself Talking about your family Likes and dislikes	Student speaks & writes 1 paragraph about themselves
Role Models	Introduce their role model Discuss strength and weakness / criticism etc. Adjectives, verbs, pronouns etc. all covered. Write up about this person	Group activity – who are the role models of each group. Displayed on a chart with pictures and text – make a collage and present.
My Society	Describe your surrounding Changes in your environment Dos and dont's Dumping of garbage Use of plastic Water conservation Strength and weakness Roads / pollution Gardens	Summarizing the discussion Pictures of something in the past / what it is now
My Interests	Theme parks Historical areas / cities (places) Adventure – sea, mountain, beaches Hobbies	Student speaks about their favorite place / area of interest / hobby and why they like it
My Work	What they want to do Why they want to do it What do they know about this opportunity Competition / sector	Bring a newspaper clipping / news item of that industry and discuss it [individual activity – everyone has to talk about it and write about it]
App based Learning	Actual speaking practice – all 4 skills tested Gamified Vernacular Capability Mapped to what is covered in class Benefits Interactive Self-confidence High engagement	App based learning practice by the trainee using popular apps available

2. Communication Skills		Duration: 20 Hrs. Marks: 12
Personal	Reflection Template Revision Importance of Communication Managing Emotions Create online profile + Formal Introduction of self (based on the industry)	Self-reflection -Pg 193 Case study from the workplace - videos Reflection on Industry visit Digital practice + Classroom Practice
Interpersonal	Giving and Receiving Feedback Communication based on context - Formal, Informal Verbal & Non-verbal Listening Skills Gender Sensitivity Application of Gender sensitivity	Burgar Feedback Template & Practice Role play and Peer Evaluation Role Play & Reflection Gender Pledge
Workplace Communication	Interview Preparation (With Resume, Formal Dress) Communication Etiquette: a. Mobile Applications for the workplace b. Fake News Customer Interaction a. Defining my customer (other department, client) b. Communication based on the customer base Workplace Communication - Peer, Superior, Junior Formal Communication - Practice	Career Day: Scenario based activity, with Guest Lecture or HR person Reflection of Market Scan Trade specific examples + Role play Case Study Role Play Case Study Digital practice via email
3. I.T. Literacy		Duration: 15 Hrs. Marks: 10
MS-PowerPoint	Basics - creating, opening, closing, slideshow	ppt, audiovisual, task-based activities.
File Conversion & reducing file size	identify file types, types of files - pdf, jpg, doc, excel, ppt converting files to other types	ppt, demonstration & practice
Data/webcasting through mobile	casting desktop application or web application by WIFI or Bluetooth	demonstration & practice
Server & cloud computing	introduction to server and cloud computing accessing, storing and retrieving file through google drive	audio visual, task-based activity, demonstration
Language translation	language translation through voice voice to text, text to voice application	task-based, demonstration
customize and use online CVs	access CV templates online Customize CVs as per requirement	task-based, demonstration

Artificial Intelligence	latest technology based model or simulated software	demonstration & practice
4. Entrepreneurship Skills		Duration: 10 Hrs. Marks: 6
Entrepreneurship Mindset	<p>Aspect of inspiring/motivating should be sprinkled across all topics.</p> <p>Recall the qualities/characteristics.</p> <p>Being a leader (your values, personal code of conduct) (ownership for my enterprise).</p> <p>Listen, Learn and Observe (framework of an effective leader)</p> <p>Grit (Addressing difficulties /challenges in an entrepreneur's life positively)</p> <p>Managing personal time</p> <p>Focus on breaking myths related to entrepreneurship wherever possible.</p>	Share experience of successful entrepreneurs (examples of alumni from ITI) (Can be given as an instruction to teachers)
Opportunity identification	<p>Selection of type of business - Product/service/trading</p> <p>UVP – unique idea about the business</p> <p>Being environment friendly (to be touched upon in as many activities that learner is taking part in)</p> <p>Reminder about Business model framework</p>	Systems thinking and then doing market research (related to innovation and problem solving done by other players in the market)
Being Resourceful	<p>Being resourceful</p> <p>Identify ways of being resourceful – Inexpensive ways of marketing</p> <p>Networking</p> <p>Importance of Networking (interpersonal skills, communication skills related activity)</p> <p>How to connect (through Net and otherwise – bring in English and IT skills related activity)</p> <p>Business model revisit</p>	<p>communication skills related activity</p> <p>project</p> <p>English and IT skills related activity</p> <p>Business model revisit</p> <p>Connecting with like minded people</p>
Ease of Doing Business	<p>Single window mechanism for running the business</p> <p>How to apply for business, awareness of statutory compliances, and govt or non govt schemes</p> <p>Business model revisit activity</p>	learner can be directed to it through communication and interpersonal focused activities
Managing Resources	<p>Human resource (customers and internal employees or other entities in the business cycle)</p> <p>Finance (activities to bring about importance of financial literacy)</p> <p>Infrastructure (location, equipment, machinery etc.)</p>	Activities will bring about importance of communication and interpersonal skills

	Use of Internet (importance of IT skills) Business model revisit activity	
Mentorship and Role Models	Importance of mentorship They will to look at mentors in their own ecosystem, connecting with them through Net or otherwise again importance of	Interpersonal skills, communication and IT skills can be reinforced
Learning Cycle	Business model revisit (it's an ever-evolving model and you may need to revisit the model and different aspects of it along with your own capabilities, revisit mindsets frequently, being a lifelong learner by being aware of skills and attitudes displayed by other successful entrepreneurs.	Role Play/ live demonstration Skills and attitudes displayed by other successful entrepreneurs
5. Sustainable Career		Duration: 15 Hrs. Marks: 10
Career Awareness	Learn and explore upcoming advances in the industry Students will be able to connect all the subsequent topics with real-life experience, and understand the importance of mastering career planning and readiness topics Gain exposure to a modern workplace from his / her industry	Webinar / online pre-recorded lectures from industry representatives. Visit / view a video on online portal / interact with industry experts. A video about the evolution of workplace in the past few years (past to future). The students must get a template to record the insights from the visit / interaction like a simple worksheet.
Career Planning	Learn and apply growth mindset to career planning Ashok Leyland shares an example - they are undergoing an extensive tech. overhaul and technicians will have to learn new things to stay relevant / updated in their jobs. Learn about personal skills and interests Adapt to ever-changing business environment Learn about continuous upskilling / reskilling learning requirements in their industry ITI students should be aware that their skilling journey will continue for life, and will not end with the end of final year. Map career pathways within your sector	Case studies / self-awareness activities / mapping the barriers to growth mindset in everyday life, and devising strategies to apply growth mindset through easy-to-implement actions everyday. Write 16PF, or other relevant personality tests that gives students an insight into their strengths, and also provides them a vocabulary to express their personal strengths and interests Case studies/ teamwork activities to practice adaptability / working in ambiguity / openness to change in industry. Online job search / advanced market scanning related to their chosen sectors - update your year

		<p>1 market scan. Within the same market scan activity - explore both - jobs and self-employment opportunities</p> <p>Share a template on which students can envision their future of work - identify what your workplace looks like today - through market research, online content etc. and what it will look like in a decade.</p> <p>QA has developed videos on how new jobs will look different from today's jobs. Anticipate challenges (apprenticeships, untimely termination, location of job - be open to migration, assess cost of living etc.) Common future plan template - for planning a self-employment journey / career options</p> <p>Share relevant keywords / direction for conducting a career pathway search for each trade</p>
<p>Career Readiness</p>	<p>Practice writing technical evaluations / aptitude test. Communicate their fit (positive attitude / adaptability / self-led learner) during the interview.</p> <p>Final year students are placement read. Hence, placement prep. Prepare and review final resume. Identify and apply for apprenticeships on NAPS. Register on government job portals (national and state).</p> <p>Learn and apply for DST / internship opportunities.</p> <p>Apply for jobs (practice reading keywords in job descriptions, understand salaries and benefits) Request and receive feedback to improve performance.</p> <p>Develop cultural intelligence.</p> <p>Respecting gender equality at workplace.</p> <p>Cultivating professional attitude.</p> <p>Apply green practices in life and career.</p>	<p>Conduct a mock interview exercise involving a panel, which includes industry representative, college faculty, HR (desired) Scores / internship experience etc. is most relevant</p> <p>Employment Exchange / Youth Employability Services</p> <p>What is an internship? Structured and unstructured.</p> <p>State Skill Development Missions portals.</p> <p>Respecting my time / others time, work/life balance, cooperativeness / quality conscious / team work / empathy /commitment / deliver on time.</p>