

## Employability Skills (60 hours)

### 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
	<b>Total</b>	<b>60</b>	<b>50</b>

#### 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

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

### 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> <li>• have basic digital skills</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 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 60-hour Employability NOS (2022), with a minimum score of <b>90%</b> .	NA
<b>OR</b> Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of <b>90%</b>	

### 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

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

## **Employability Skills – NOS (60 hours)**

*Target audience: As per 16<sup>th</sup> 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

#### 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	6
4.	Basic English Skills	6
5.	Career Development & Goal Setting	3
6.	Communication Skills	4
7.	Diversity & Inclusion	2
8.	Financial and Legal Literacy	5
9.	Essential Digital Skills	8
10.	Entrepreneurship	4
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 (60 Hours)
<b>Sector</b>	All sectors
<b>Sub-Sector</b>	Life Skills
<b>Occupation</b>	Employability Skills
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	TBD

## Employability Skills (120 hours)

### 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 <sup>st</sup> 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
	<b>Total</b>	<b>120</b>	<b>100</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: 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

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience.  (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above )	short term ToT Course in Employability Skills from DGT institutes.					
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 or Existing Social Studies Instructors	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 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> <li>• have basic digital skills</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 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 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**

<b>S No.</b>	<b>Name of the Equipment</b>	<b>Quantity</b>
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

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

## Employability Skills – 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 21<sup>st</sup> Century**

7. recognize the significance of 21<sup>st</sup> Century Skills for employment
8. practice the 21<sup>st</sup> 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. 21<sup>st</sup>-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