

2014

# EMPLOYABILITY SKILLS

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



कौशल बलम्

Government of India  
Ministry of Labour & Employment  
Directorate General of Employment & Training  
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE  
Block - EN - 81, SECTOR - V, SALT LAKE, KOLKATA - 700 091



Syllabus for  
**EMPLOYABILITY SKILLS**

Under

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

Redesigned in

2014

By

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**Ministry of Labour & Employment**  
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**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**  
**EN-Block sector –V, Salt Lake**  
**Kolkata -700091**

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## **A. RATIONALE**

Hard skills are a person's skill set and ability to perform a certain type of activity or task. Soft skills are a person's ability to interact effectively with co-workers and customers. Hard skills are mainly applicable at the work place. Soft skills are broadly applicable both at and outside the work place. Soft skills complement the hard skills which are occupational requirement of a job. It also complements many other activities even outside the work place. Presently soft skills are increasingly sought out by employers in addition to standard qualification. There are instances of professions where soft skills proved to be more important, on a long term basis than occupational skills. Soft skills refer to a number of features viz. behavior, personal finance management, communication, etc. those make persons excellent workers and suitable to work in a team. Studies suggest that soft skills are equally important indication of job performance as hard skills.

Recognizing this importance of soft skills the National Council for Vocational Training (NCVT) during its 38<sup>th</sup> Meeting held on 31<sup>st</sup> 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.

## **B. GENERAL INFORMATION**

1. **Name of the subject:** EMPLOYABILITY SKILLS
2. **Applicability:**
  - CTS- Mandatory for all trades
  - ATS- Mandatory for fresher only
3. **Hours of Instruction:** 110 Hrs.
4. **Examination:** The examination will be held at the end of semesters
5. **Instructor Qualification:**

**MBA OR BBA with two years experience OR Graduate in Sociology/ Social Welfare/ Economics with Two years experience OR Graduate/ Diploma with Two years experience and trained in Employability Skills from DGET institutes**

**AND**

**Must have studied English/ Communication Skills and Basic Computer at 12<sup>th</sup> / Diploma level and above**

**OR**

Existing Social Studies Instructors duly trained in Employability Skills from DGET institutes

6. **Instructor:**
  - One full time instructor is required for 1000 seats and above
  - For seats less than 1000, the instructor may be out sourced/ hired on contract basis.

### C. ALLOTMENT OF TIME AND MARKS AMONG THE TOPICS

<b>Sl. No.</b>	<b>Topics</b>	<b>Allotted Hours</b>	<b>Marks Allotted</b>	<b>To be covered in</b>
<b>01</b>	<b>English Literacy</b>	<b>20 hrs.</b>	<b>9</b>	<b>First semester</b>
<b>02</b>	<b>I.T. Literacy</b>	<b>20 hrs.</b>	<b>9</b>	
<b>03</b>	<b>Communication Skills</b>	<b>15 hrs.</b>	<b>7</b>	
	<b>SUB TOTAL:</b>	<b>55</b>	<b>25</b>	
<b>04</b>	<b>Entrepreneurship Skills</b>	<b>15 hrs.</b>	<b>6</b>	<b>Second semester</b>
<b>05</b>	<b>Productivity</b>	<b>10 hrs.</b>	<b>5</b>	
<b>06</b>	<b>Occupational safety , health and Environment Education</b>	<b>15 hrs.</b>	<b>6</b>	
<b>07</b>	<b>Labour Welfare Legislation</b>	<b>05 hrs.</b>	<b>3</b>	
<b>08</b>	<b>Quality Tools</b>	<b>10 hrs.</b>	<b>5</b>	
	<b>SUB TOTAL:</b>	<b>55</b>	<b>25</b>	
<b>TOTAL</b>		<b>110 HRS.</b>	<b>50</b>	

### D. Distribution of Topics between Semesters

Course Duration	Semester1	Semester2	Examination
	Topics	Topics	
01 Year (Two semesters)	<ol style="list-style-type: none"> <li>1. English Literacy</li> <li>2. I.T. Literacy</li> <li>3. Communication Skills</li> </ol>	<ol style="list-style-type: none"> <li>4. Entrepreneurship Skills</li> <li>5. Productivity</li> <li>6. Occupational safety , Health and Environment Education</li> <li>7. Labour Welfare Legislation</li> <li>8. Quality Tools</li> </ol>	Final examination at the end of second semester
02 Years (Four Semesters)	<ol style="list-style-type: none"> <li>1. English Literacy</li> <li>2. I.T. Literacy</li> <li>3. Communication Skills</li> </ol>	<ol style="list-style-type: none"> <li>4. Entrepreneurship Skills</li> <li>5. Productivity</li> <li>6. Occupational safety , Health and Environment Education</li> <li>7. Labour Welfare Legislation</li> <li>8. Quality Tools</li> </ol>	Final examination at the end of second semester

## E. Detail of Syllabus

<b>1. English Literacy</b>	
<b>Hours of Instruction: 20 Hrs.</b>	<b>Marks Allotted: 09</b>
<b>Pronunciation</b>	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)
<b>Functional Grammar</b>	Transformation of sentences, Voice change, Change of tense, Spellings.
<b>Reading</b>	Reading and understanding simple sentences about self, work and environment
<b>Writing</b>	Construction of simple sentences Writing simple English
<b>Speaking / Spoken English</b>	Speaking with preparation on self, on family, on friends/classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.

<b>2. I.T. Literacy</b>	
<b>Hours of Instruction: 20 Hrs.</b>	<b>Marks Allotted: 09</b>
<b>Basics of Computer</b>	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.
<b>Computer Operating System</b>	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.
<b>Word processing and Worksheet</b>	Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets
<b>Computer Networking and INTERNET</b>	Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in

	Information Security, Awareness of IT – ACT, types of cyber crimes.
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<b>3. Communication Skills</b>	
<b>Hour of Instruction: 15 Hrs.</b>	<b>Marks Allotted: 07</b>
Topic	Contents
<b>Introduction to Communication Skills</b>	Communication and its importance
	Principles of Effective communication
	Types of communication – verbal, non verbal, written, email, talking on phone.
	Non verbal communication –characteristics, components-Para-language
	Body – language
	Barriers to communication and dealing with barriers.
	Handling nervousness/ discomfort.
<b>Listening Skills</b>	Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.
	Triple- A Listening – Attitude, Attention & Adjustment.
	Active Listening Skills.
<b>Motivational Training</b>	Characteristics Essential to Achieving Success
	The Power of Positive Attitude
	Self awareness
	Importance of Commitment
	Ethics and Values
	Ways to Motivate Oneself
	Personal Goal setting and Employability Planning.
<b>Facing Interviews</b>	Manners, Etiquettes, Dress code for an interview
	Do's & Don'ts for an interview
<b>Behavioral Skills</b>	Problem Solving
	Confidence Building
	Attitude

<b>4. Entrepreneurship Skills</b>	
<b>Hour of Instruction: 15 Hrs.</b>	<b>Marks Allotted: 06</b>
<b>Concept of Entrepreneurship</b>	Entrepreneur – Entrepreneurship – Enterprises:- Conceptual issue Entrepreneurship vs. management, Entrepreneurial motivation. Performance & Record, Role & Function of

	entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.
<b>Project Preparation &amp; Marketing analysis</b>	Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of PLC, Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.
<b>Institutions Support</b>	Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme.
<b>Investment Procurement</b>	Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure – Loan procurement – Banking Processes.

<b>5. Productivity</b>	
<b>Hour of Instruction: 10 Hrs.</b>	<b>Marks Allotted: 05</b>
<b>Productivity</b>	Definition, Necessity, Meaning of GDP.
<b>Benefits</b>	Personal / Workman – Incentive, Production linked Bonus, Improvement in living standard. Industry Nation.
<b>Affecting Factors</b>	Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.
<b>Comparison with developed countries</b>	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.
<b>Personal Finance Management</b>	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.

<b>7. Occupational Safety, Health and Environment Education</b>	
<b>Hour of Instruction: 15 Hrs.</b>	<b>Marks Allotted: 06</b>
<b>Safety &amp; Health</b>	Introduction to Occupational Safety and Health importance of safety and health at workplace.
<b>Occupational Hazards</b>	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.
<b>Accident &amp; safety</b>	Basic principles for protective equipment. Accident Prevention techniques – control of accidents and safety measures.
<b>First Aid</b>	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person

<b>Basic Provisions</b>	Idea of basic provision of safety, health, welfare under legislation of India.
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<b>Ecosystem</b>	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
<b>Pollution</b>	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
<b>Energy Conservation</b>	Conservation of Energy, re-use and recycle.
<b>Global warming</b>	Global warming, climate change and Ozone layer depletion.
<b>Ground Water</b>	Hydrological cycle, ground and surface water, Conservation and Harvesting of water
<b>Environment</b>	Right attitude towards environment, Maintenance of in – house environment

<b>7. Labour Welfare Legislation</b>	
<b>Hour of Instruction: 05 Hrs.</b>	<b>Marks Allotted: 03</b>
<b>Welfare Acts</b>	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.

<b>8. Quality Tools</b>	
<b>Hour of Instruction: 10 Hrs.</b>	<b>Marks Allotted: 05</b>
<b>Quality Consciousness</b>	Meaning of quality, Quality characteristic.
<b>Quality Circles</b>	Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.
<b>Quality Management System</b>	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.
<b>House Keeping</b>	Purpose of House keeping, Practice of good Housekeeping.
<b>Quality Tools</b>	Basic quality tools with a few examples

## F. Tools & Equipments for Employability Skills:

Sl. 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	10 nos.
2	UPS – 500Va	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.