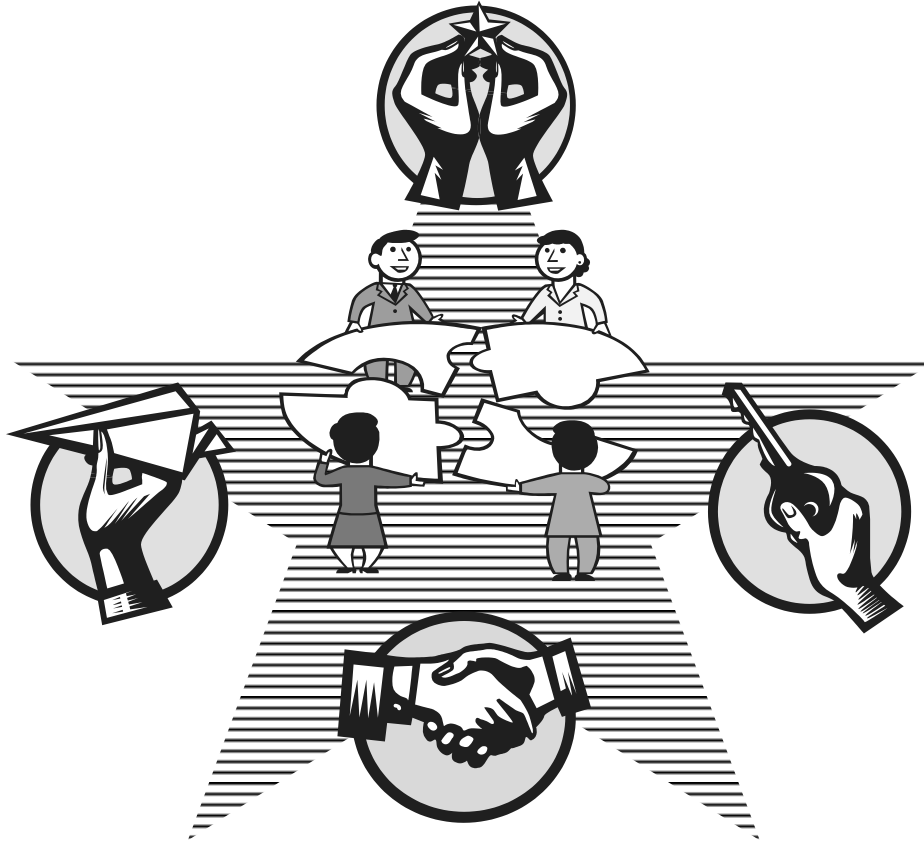


**Course Curricula**  
**Under**  
**SKILL DEVELOPMENT INITIATIVE SCHEME (SDIS)**  
**Based on**  
**Modular Employable Skills (MES)**



# SOFT SKILLS FOR EMPLOYABILITY

Designed in 2008

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

**List of members attended the Trade Committee Meeting for designing the course curriculum under Skill Development Initiative Skill (SDIS) based on Modular Employable Skills (MES) in SOFT SKILLS FOR EMPLOYABILITY SECTOR**  
Held on 22.05.2008

<b>Sl. No.</b>	<b>Name and Designation</b>	<b>Organisation</b>	
1.	Mr. S.D.Lahiri, Director	C.S.T.A.R.I., Kolkata	Chairman
2.	Shri D.P.Sabharwal, DAT,	D.G.E.T, New Delhi	Member
3.	Debaprasad Chattopadhyya, Professor & H.O.D.- H.R.	Globsyn Bussiness School	Member
4.	Dr. Suvarna Sen	ICFAI Bussiness ASchool, Kolkata	Member
5.	Soma Mukherjee	CII, Kolkata	Member
6.	Nona Singh, Director	Horizon Entech, Kolkata	Member
7.	Shruti Ghosh, Faculty	Orion Edutech Pvt. Ltd	Member
8.	Sima Singh, Training Head	Orion Edutech Pvt. Ltd	Member
9	Indrajit Sengupta, Head Academics	Orion Edutech Pvt. Ltd	Member
10.	Souvik Roy, Director	mployment Xchang . Com, Kolkata	Member
11.	Avijit Santra	mployment Xchang . Com, Kolkata	Member
12.	Suryodip Bhattacharjee	Techit, Kolkata	Member
13.	Sujata singhal, Project co-ordinator	Super Soft Finishing School, Kolkata	Member
14.	Zeta Group, P.R.O.,	TrainingsCo, Kolkata	Member
15.	Abhijit Sarkar, Partner & Advisor	TrainingsCo, Kolkata	Member
16.	Srimantini Ray, Co-ordinator	RISE Training Instituite, Kolkata	Member
17.	Sarada Ray Banerjee	George Telegraph Training Institute, Kolkata	Member
18.	Arnab Ray, Director	RISE Training Instituite, Kolkata	Member
19.	Mr. Anil Kumar, Joint Director	C.S.T.A.R.I., Kolkata	Member
20	Mr. G.,Giri, Dy. Director	R.D.A.T., Kolkata	Member
21.	Mr. L.K.Muhherjee, Dy. Director	C.S.T.A.R.I., Kolkata	Member
22.	Mr. R.N.Manna, Trg.Officer	C.S.T.A.R.I., Kolkata	Member
23.	Mr. S.B.Sardar, Trg.Officer	C.S.T.A.R.I., Kolkata	Member
24.	Mr. P.K.Dutta, Trg.Officer	C.S.T.A.R.I., Kolkata	Member

**List of members attended the Trade Committee Meeting for designing the course curriculum under Skill Development Initiative Skill (SDIS) based on Modular Employable Skills (MES) in SOFT SKILLS FOR EMPLOYABILITY SECTOR to incorporate Level – I Module -II Held on 12.04.2010 at I.T.I. Kubernagar, Ahmedabad, Gujarat**

<b>Sl. No.</b>	<b>Name and Designation</b>	<b>Organisation</b>	
1.	Dr. Varesh Sinha , IAS Principal Secretary, L&E and Director General	Mahatma Gandhi Labour Institute, Ahmedabad, gujarat	Hon. Guest
2.	Dr Rajendrasinh Jadeja, Director	HM Patel Institute of English Vidyanagar	chairman
3.	Dr. Piyush Joshi, Professor	HM Patel Institute of English Vidyanagar	Member
4.	Shri Surendra Gohil, Asstt. Professor	HM Patel Institute of English Vidyanagar	Member
5.	Shri Mayur Parmar. Asstt. Professor	HM Patel Institute of English Vidyanagar	Member
6.	Shri Kiran Chauhan, Asstt. Professor	HM Patel Institute of English Vidyanagar	Member
7.	Shri Shiv Kumar Singh, Consultant	HM Patel Institute of English Vidyanagar	Member
8.	Shri Mahesh M. Suthar , Kausalya Sahayak	ITI Palana	Member
9	Shri Rajnikant J Macwan, Kausalya Sahayak	ITI Palana	Member
10.	Shri Hirabhai L Nai, Kausalya Sahayak	ITI Gandhinagar	Member
11.	Kum. R. D. Purohit , Principal Class II	ITI Gandhinagar	Member
12.	Shri G. N. Parekh, Deputy Director	Regional Dy. Director, Ahmedabad	Member
13.	Shri S. A. Pandhav, Deputy Director	Regional Dy. Director, Rajkot	Member
14.	Shri P. A. Mistry, Principal	ITI Kubernagar	Member
15.	Shri Priyavadan P. Shah, Vice President	GICEA, Law Garden, Ahmedabad	Member
16.	Shri Naresh Chhatwani , Lecturer	Govt. Girls Polytechnic, Ahmedabad	Member
17.	Shri Dipak Makwana, Trade Testing Officer	Regional Office, Ahmedabad	Member
18.	Shri Samir S Motwani, Director	BuzzNx, Ellis Bridge, Ahmedabad	Member
19.	Mrs. M. P. Lad, Training Officer	A.T.I. Mumbai	Member
20.	Shri V. B. Babariya, Professor	LD College of Engineering, Ahmedabad	Member
21	Shri L.K. Mukherjee, Deputy Director	C.S.T.A.R.I. Kolkata	Member

**Course Curricula for Short Term Courses based on Modular  
Employable Skills (MES) in Soft Skills for Employability Sector**

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## **Skill Development based on Modular Employable Skills (MES)**

### **Background**

The need for giving emphasis on the soft Skill Development, especially for the educated unemployed youth (both for rural & urban) has been highlighted in various forums. Unfortunately, our country's current education system does not give any emphasis on development of soft skills. As a result, most of the educated unemployed youths are found wanting in this area, which is becoming their Achilles heel.

As India is on the path of economic development and the share of service sector's contribution to the GDP of the country is increasing (53% of GDP) it is becoming imperative that Government of India along with other nodal agencies play a important role in providing employable skills, with special emphasis on Soft Skills.

Hence, need of the hour is some policy change at Apex level which will address the needs of the changing economy and look at providing mandatory soft skills training to all educated unemployed youths, with a view to have them gainfully employed. This shift in policy will ultimately benefit all the stake holders, namely the individuals, industry, Government and the economy by way of providing employment, increasing the output/productivity and ultimately resulting in a higher DDP for the nation.

- **Frame work for skill development based on 'Modular Employable Skills (MES)'**

Very few opportunities for skill development are available for the above referred groups (educated unemployed youth). Most of the existing skill development programmes are long term in nature. Poor and less educated persons cannot afford long term training programmes due to higher entry qualifications, opportunity cost, etc. Therefore, a new framework for soft skill development has been evolved by the DGET to address the employability issues.

The **key features of new framework for skill development** are:

- Demand driven short term training courses based on modular employable skills decided in consultation with Industries.
- Flexible delivery mechanism (part time, week ends, full time)
- Different levels of programmes (foundation level as well as skill upgradation) to meet demands of various target groups
- Central Government will facilitate and promote training while vocational training (VT) providers under the Govt. and Private Sector will provide training
- Optimum utilization of existing infrastructure to make training cost effective.
- Testing of skills of trainees by independent assessing bodies who would not be involved in conduct of the training programme, to ensure that it is done impartially.
- Testing & certification of prior learning (skills of persons acquired informally)

The Short Term courses would be based on "Modular Employable Skills (MES)".

The **concept for the MES** is:

- ✓ Identification of minimum skills set. Which is sufficient to get an employment in the Labour market.
- ✓ It allows skills upgradation, multiskilling, multi entry and exit, vertical mobility and life long learning opportunities in a flexible manner.

- ✓ It also allows recognition of prior learning (certification of skills acquired informally) effectively.
- ✓ The modules in a sector when grouped together could lead to a qualification equivalent to National Trade Certificate or higher.
- ✓ Courses could be available from level 1 to level 3 in different vocations depending upon the need of the employer organisations.
- ✓ MES would benefit different target groups like:
  - ✓ Workers seeking certification of their skills acquired informally
  - ✓ Workers seeking skill upgradation
  - ✓ Early school drop-outs and unemployed
  - ✓ Previously child Labour and their family

### **Age of participants**

The minimum age limit for persons to take part in the scheme is 14 years but there is no upper age limit.

### **Curriculum Development Process**

Following procedure is used for developing course curricula

- Identification of Employable Skills set in a sector based on division of work in the Labour market.
- Development of training modules corresponding to skills set identified so as to provide training for specific & fit for purpose
- Organization of modules in to a Course Matrix indicating vertical and horizontal mobility. The course matrix depicts pictorially relation among various modules, pre requisites for higher level modules and how one can progress from one level to another.
- Development of detailed curriculum and vetting by a trade committee and by the NCVT

(Close involvement of Employers Organizations, State Governments, experts, vocational training providers and other stakeholders is ensured at each stage).

### **Development of Core Competencies**

Possession of proper attitudes is one of the most important attributes of a competent person. Without proper attitudes, the performance of a person gets adversely affected. Hence, systematic efforts will be made to develop attitudes during the training programme. The trainees deal with men, materials and machines. They handle sophisticated tools and instruments. Positive attitudes have to be developed in the trainees by properly guiding them and setting up examples of good attitudes by demonstrated behaviors and by the environment provided during training.

Some important core competencies to be developed are:

1. Communication skills
2. Better usage of English language/Vernacular
3. Presentation skills
4. Self management
5. Resume preparation
6. GD participation/facing techniques
7. Interview facing techniques

Following competencies should also be developed during level-II and higher courses:

1. Ability for planning, organizing and coordinating
2. Creative thinking, problem solving and decision-making
3. Leadership
4. Ability to bear stress
5. Negotiation

### **Duration of the Programmes**

Time taken to gain the qualification will vary according to the pathway taken and will be kept very flexible for persons with different backgrounds and experience. Duration has been prescribed in hours in the curriculum of individual module, which are based on the content and requirements of a MES Module. However, some persons may take more time than the prescribed time. They should be provided reasonable time to complete the course.

### **Pathways to acquire Qualification:**

**Access to** the qualification could be through:

- ✧ An approved training Programme.

### **Methodology**

The training methods to be used should be appropriate to the development of competencies. The focus of the programme is on “performing” and not on “Knowing”. Lecturing will be restricted to the minimum necessary and emphasis to be given for learning through active participation and involvement.

The training methods will be individual centered to make each person a competent one. Opportunities for individual work will be provided. The learning process will be continuously monitored and feedback will be provided on individual basis.

Demonstrations using different models, audio visual aids and equipment will be used intensively.

### **Instructional Media Packages**

In order to maintain quality of training uniformly all over the country, instructional media packages (IMPs) will be developed by the National Instructional Media Institute (NIMI), Chennai.

### **Assessment**

DGE&T will appoint assessing bodies to assess the competencies of the trained persons. The assessing body will be an independent agency, which will not be involved in conducting the training programme. This, in turn, will ensure quality of training and credibility of the scheme. Keeping in view, the target of providing training/testing of one million persons through out the country and to avoid monopoly, more than one assessing bodies will be appointed for a sector or an area.

## **Certificate**

Successful persons will be awarded competency-based certificates issued by **National Council for Vocational Training (NCVT)**.

## **Course Matrix**

### **Soft Skills for Employability Sector**

#### **LEVEL-III**

##### **Module-1**

Soft Skills for Supervisors/Associates

#### **Level – II**

##### **Module-1**

Soft Skills for Front Line Assistant

#### **Level – I**

##### **Module-1**

Soft Skills for Base line staff in service Sector

##### **Module-I I**

Spoken English and Communication Skill



## Level - I

### Module No. I

<b>Name</b>	:	Soft Skills for Base line staff in service Sector
<b>Sector</b>	:	Soft Skills
<b>Code</b>	:	SS101
<b>Entry Qualification</b>	:	5 <sup>th</sup> to 7 <sup>th</sup> Class passed and 14 years above (It can also be introduced in gen School from 6 <sup>th</sup> class to 10 <sup>th</sup> class.)
<b>Terminal Competency:</b>		After completion of the course, one should be able to project oneself Effectively/ efficiently
<b>Duration</b>	:	100 hours
<b>Objective</b>	:	After completion of the training the Students will be able to work in Call Centre, BPO/Service & support/retail sector as Asstt. or go for Higher level soft skill Development

Sl.No.	Practical	Theory
1	<p><b><u>Development of competency/proficiency in English /Vernacular. (/Hindi/Regional Language)</u></b> Practice on</p> <ul style="list-style-type: none"> <li>● Oral/spoken communication skill &amp; testing - voice and accent , voice clarity, voice modulation &amp; intonation, word stress, etc.</li> <li>● Feedback &amp; questioning technique :</li> <li>● Objectiveness in argument (Both one on one and in groups )</li> <li>● 5Ws &amp; 1H &amp; 7Cs for effective Communication</li> <li>● Development Etiquette and manners</li> <li>● Study of different pictorial expression of non-verbal communication and its analysis</li> </ul>	<p><b><u>Concept of Effective Communication</u></b></p> <ul style="list-style-type: none"> <li>● Components of Effective Communication - Conviction, confidence &amp; enthusiasm, Listening</li> <li>● Communication Process &amp; Handling them</li> <li>● KISS (keep it short &amp; sweet) in communication – Composing effective messages</li> <li>● Barriers to Communication – Int &amp; Ext Barriers:- Intrinsic Motivation, Perception, Language,Fear,Power of speech etc.</li> <li>● Listening-It’s Importance, Good &amp; Bad Listening</li> <li>● Non-Verbal Communication-its Importance and Nuances :- Facial Expression, Posture, Gesture, eye contact, Appearance ( Dress Code)</li> </ul>

2	<p><b><u>Written Communication skill Practice for</u></b></p> <ul style="list-style-type: none"> <li>• Correction of errors</li> <li>• Making of sentences</li> <li>• Paragraph writing</li> <li>• Leave application &amp; Simple letter writing</li> </ul>	<p><b><u>Grammatical Use (Mind your language towards better English) -</u></b></p> <ul style="list-style-type: none"> <li>• punctuation,</li> <li>• vowel, consonant,</li> <li>• Preposition + noun,,</li> <li>• uncountable and plural nouns,</li> <li>• verb patterns,</li> <li>• uses of tenses,</li> <li>• Meanings &amp; opposites,</li> </ul>
3	<p><b><u>Presentation skill practice</u></b></p> <ul style="list-style-type: none"> <li>• Preparing in presentation</li> <li>• Delivery of presentation :- <ul style="list-style-type: none"> <li>➤ Plan your presentation/communication</li> <li>➤ Select proper channel/medium</li> <li>➤ Set ease your environment</li> <li>➤ Tell it right with 7 Cs</li> <li>➤ Encode/decode</li> <li>➤ Follow up your communication</li> <li>➤ Ensure action</li> </ul> </li> </ul>	<p><b><u>Concept of 4 step method for presentation</u></b></p> <ul style="list-style-type: none"> <li>• preparation &amp; introduction,</li> <li>• presentation</li> <li>• Evaluation/feedback</li> <li>• summarization / conclusion</li> </ul> <p>TOCSE Process for presentation.</p>
4	<p><b><u>Self Management</u></b></p> <ul style="list-style-type: none"> <li>• Self Evaluation,</li> <li>• self discipline,</li> <li>• self criticism</li> <li>• Recognition of one’s own limits and deficiencies ,</li> <li>• Independency etc.</li> <li>• Thoughtful &amp; Responsible</li> <li>• Self Awareness</li> </ul>	<p><b><u>Self Management</u></b></p> <ul style="list-style-type: none"> <li>• Identifying one’s strengths and weakness</li> <li>• Planning &amp; Goal setting</li> <li>• Managing self – emotions, ego, pride.</li> </ul>
5	<p><b><u>Time Management Technique</u></b> Practice by gameplay and other learning methodology for achieving targets and getting of right first time</p>	<p><b><u>Time Management concept</u></b></p> <ul style="list-style-type: none"> <li>• Attendance, Discipline &amp; Punctuality</li> <li>• Act in time on commitment</li> <li>• Quality/Productive time</li> </ul>
6	<p><b><u>Team building / Coordinating skills</u></b></p> <ul style="list-style-type: none"> <li>• Team building practices through group exercises, team task /Role play.</li> <li>• Ability to – Mixing &amp; accommodation</li> <li>• Ability to work together</li> </ul>	<p><b><u>Concept of</u></b></p> <ul style="list-style-type: none"> <li>• Group,</li> <li>• Group Dynamics</li> <li>• Team building</li> </ul>
7	<p><b><u>Motivation / Inspiration</u></b></p> <ul style="list-style-type: none"> <li>• Ability to shape and direct working / process methods according to self defined criteria .</li> <li>• Motivate customers</li> <li>• Ability to think for oneself.</li> </ul>	<p><b><u>Motivation techniques</u></b></p> <ul style="list-style-type: none"> <li>• Motivation technique based on needs and field situation</li> <li>• Idealising</li> </ul>

	<ul style="list-style-type: none"> <li>• Apply oneself to a task independently with self motivation</li> </ul>	
8	<p><b><u>Ethics &amp; values</u></b></p> <ul style="list-style-type: none"> <li>• <b>Fairness:</b> To behave in an open, just, and just respectable way toward other people</li> <li>• Openness and respect for individual</li> <li>• Helpfulness</li> <li>• Honesty</li> <li>• Social responsibility</li> <li>• Inclusiveness / Belongingness, etc.</li> </ul>	<p><b><u>Ethics &amp; values</u></b> What are ethics and values</p>
9	<p><b><u>Interpersonal Skill Development</u></b></p> <ul style="list-style-type: none"> <li>• Positive Relationship</li> <li>• Positive Attitudes</li> <li>• Empathise: Comprehend other opinions points of views, and face them with understanding</li> <li>• Mutuality</li> <li>• Trust</li> <li>• Emotional Bonding,</li> <li>• Handling Situations (Interview)</li> </ul>	<p><b><u>Interpersonal Skill</u></b> Importance of inter-personal skill</p>
10	<p><b><u>Working under stress</u></b></p> <ul style="list-style-type: none"> <li>• Practice different methods of Stress relief / management</li> <li>• Yoga &amp; Pranayam/ Music with Meditation</li> <li>• Ability to concentrate &amp; consistency, etc</li> </ul>	<p><b><u>Stress management</u></b> What is the stress and its causes</p>
11	<p><b><u>Computer and Internet operational skills</u></b></p> <ul style="list-style-type: none"> <li>• Identification of Input/Out put devices, CPU, Display unit , keyboard , interconnecting cords, drives</li> <li>• Key boarding skills</li> <li>• Practice on computer using MS office XP\</li> <li>• Practice on sending &amp; receiving e-mail.</li> </ul>	<p><b><u>Computer &amp; Internet working principle</u></b></p> <p>Block diagram of computer</p> <p>Net working and internet concept</p>
12	<p><b><u>Telecommunication Skills</u></b></p> <ul style="list-style-type: none"> <li>• Tele- <i>Etiquette</i></li> <li>• Receiving calls</li> <li>• Transferring calls</li> <li>• Taking Message/Voice mails</li> </ul>	<p><b><u>Electronic Communication concept</u></b></p> <p>Working principle of Mini Exchange and its feature and facilities</p>

	<ul style="list-style-type: none"> <li>• Making outgoing calls</li> <li>• Receiving Fax</li> <li>• Operation practice of EPBAX console indifferent mode of dialing .</li> </ul>	
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**Methodology:-**

Above practices may be imparted by using

1. movie clips, games, examples, story/sharing questionnaire/role play/exercises/ Task , Video/Audio recording

**List of machines & equipment for a batch of 20**

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	Flip Chart Board	01
10	LCD TV	01
11.	PA System	01 set
12	EPBAX(Mini)	01

**Level - I**  
**Module No. II**

<b>Name</b>	:	<b>Spoken English and Communication Skill</b>
<b>Sector</b>	:	<b>Soft Skills</b>
<b>Code</b>	:	<b>SS102</b>
<b>Entry Qualification</b>	:	<b>7<sup>th</sup> Class Passed and 14 years (minimum)</b>
<b>Duration</b>	:	<b>180 hours</b>

**Terminal Competency:** After completion of the course, trainees will be able to:

- Communicate in English effectively / efficiently
- Pronounce English words correctly
- Use of English Vocabulary
- Read, Write and Response to the sentences in English
- Listen & Understand English Language

<i>Sl. No</i>	<i>Topics</i>	<i>Content</i>
1	<b><u>Self Introduction:</u></b> Filling up a Personal information sheet, Greetings & Wishes	<ul style="list-style-type: none"> <li>• Communicating and sharing personal information</li> <li>• Using pronouns and greeting</li> </ul>
2	<b><u>Our Environment &amp; People</u></b> Identify Pets & Animals, Role play for different professions,	<ul style="list-style-type: none"> <li>• Talking about environment and seasons</li> <li>• Talking about different professions</li> </ul>
3	<b><u>Daily Activities:</u></b> Listing out daily activities and arrange them with time	<ul style="list-style-type: none"> <li>• Talking about Actions , routine work , habits and daily activities</li> </ul>
4	<b><u>My Family:</u></b> Listing out family members. Relations and duties	<ul style="list-style-type: none"> <li>• Naming relations</li> </ul>
5	<b><u>My Friends and Classmates:</u></b> Matching pictures with description.	<ul style="list-style-type: none"> <li>• Describing people around based on nature and appearance.</li> </ul>
6	<b><u>Getting a Job / Interview for Admission in School:</u></b>	Reading

	Identifying various types of advertisement.	<ul style="list-style-type: none"> <li>• Advertisement and write an application.</li> <li>• Preparing for an interview</li> <li>• Responding to questions</li> </ul>
7	<b><u>English at different place :</u></b> Making effective communication with offices and get accustomed with their work system	<ul style="list-style-type: none"> <li>• Communicating in various situations and making inquires at different places like post office, bank, airport, Hospitals etc.</li> <li>• Filling up of Bank Pay in Slip, Ration Card Application Forms, and Passport Forms etc.</li> </ul>
8	<b><u>English in media watching / listening to clips for information</u></b>	<ul style="list-style-type: none"> <li>• Listening to Radio/ TV news, watching visual training movies (cartoons etc.)</li> <li>• Listen and write respond</li> </ul>
9	<b><u>Language : Comprehension and composition</u></b>	<ul style="list-style-type: none"> <li>• Fill in the blanks</li> <li>• Use of similar (sounding) words</li> <li>• Different meanings of same word (synonyms)</li> <li>• Essay writing</li> <li>• Dictation</li> </ul>
10	<b><u>Becoming a professional</u></b>	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Lesson from successful / greatest figures' life</li> <li>• Explaining aim in life</li> <li>• Importance of Time Management</li> <li>• Responsibility toward a better future</li> <li>• Training Games</li> <li>• Role Play</li> </ul>

**Each section mentioned in the syllabus contains:**

- Vocabulary
- Listening
- Pronunciation
- Speaking
- Language
- Communication

**Methodology:**

Above practices may be imparted by using:-

1. Work book
2. Audio Visual Aids

3. Group talk
4. Class room lessons
5. Role play
6. Educational games

**Infrastructure:**

1. A classroom with a capacity to accommodate 30 students	01
2. CD/DVD Player	01
3. Speaker Set	01
4. A computer with multi media facility	01
5. Black Board /White Board	01
6. Relevant CDs/DVDs	01
7. Dictionary	01

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**Level – II**  
**Module No. I**

**Name** : **Soft Skills for Front Line Assistant**

**Sector** : **Soft Skills**

**Code** : **SS203**

**Entry Qualification** : 8<sup>th</sup> to 10<sup>th</sup> Class passed and 14 Yrs above  
or  
those who have passed Module I may be allowed rebate of 100 Hrs.

**Terminal Competency:** After completion of the course, one should be able to

1. Project one effectively/ efficiently
2. Carryout the task professionally in systematic ways with total Customer satisfaction.

**Duration** : 150 hours

**Objective** : After completion of the training the Students will be able to work as Front Office Assistant/Salesman/Representative/Receptionist/Call Centre Personnel.

**NOTE--** One who undergoes training in Module-II directly has to study the following in addition to all the content of Module-I

Sl.No.	<b><u>Practical</u></b>	<b><u>Theory</u></b>
1	<b><u>Written Communication skill</u></b> Practice for Both printed and on line written work, resume preparation, business reports and letter	Grammatical Use (Mind your language towards better English) - <ul style="list-style-type: none"> <li>• prefix,</li> <li>• suffix,</li> <li>• compound adjectives ,</li> <li>• Phrasal verbs – formation, grammar and style,</li> <li>• terminology uses and expression,</li> <li>• synonyms and antonyms,</li> </ul>
2	<b><u>Self Management</u></b> Application of various SWOT ANALYSIS TECHNIQUE for identification/improvement of one's strength by overcoming weakness	<b>SWOT Analysis</b> .
3	<b><u>Interviewing</u></b> <ul style="list-style-type: none"> <li>• Listening and doubt clarifying</li> <li>• Concentration on <u>performances objectively and subjectively</u></li> </ul>	<ul style="list-style-type: none"> <li>• Interview and its types</li> <li>• Industries expectation</li> <li>• Preparation for the interview</li> <li>• Stages of an interview</li> <li>• Post interview</li> </ul>



	<ul style="list-style-type: none"> <li>• Agreeing in objectiveness</li> <li>• Not imposing one's idea</li> <li>• Not to be destructives</li> </ul>	<ul style="list-style-type: none"> <li>• Interview evaluation parameters</li> <li>• Do's and Don't do's in an interview</li> </ul>
4	<p><b><u>Cross occupational competency</u></b></p> <p><b>Development of Organizing and implementation of exercises/task</b></p> <ul style="list-style-type: none"> <li>• Systematic approach</li> <li>• Accuracy</li> <li>• Efficient work</li> <li>• Carefulness</li> <li>• Planning &amp; Organizing</li> </ul> <p><b>Development of Communication &amp; Cooperation</b></p> <ul style="list-style-type: none"> <li>• Suitable behaviour towards customers</li> <li>• Influence in skill</li> <li>• Creativity in presentation &amp; projection</li> <li>• Multi cultural skills</li> </ul> <p><b>Development of mental technique</b></p> <ul style="list-style-type: none"> <li>• Risk taking skill</li> <li>• Managing challenges</li> <li>• Ability to draw analogies</li> <li>• Thinking ahead</li> <li>• Ability to transfer</li> <li>• Creativity</li> </ul> <p><b>Development of independency &amp; responsibility</b></p> <ul style="list-style-type: none"> <li>• Ability to make judgment</li> <li>• Reliability</li> <li>• Holding an opinion</li> <li>• Awareness of quality</li> </ul>	<p><b>Organizing and implementation of exercises</b></p> <p><b>Communication &amp; Cooperation</b></p> <p><b>Learning methods and mental technique</b></p> <p><b>Independency &amp; responsibility</b></p>

**Methodology:-**

Above practices may be imparted by using

- 1 Movie clips, games, examples, story/sharing questionnaire/role play/exercises/ Task , Video/Audio recording
- 2 Project and transfer oriented training
- 3 Guide Text Method

**List of machines & equipment for a batch of 20**

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	Flip Chart Board	01
10	LCD TV	01
11.	PA System	01 set
12	EPBAX(Mini)	01

**Level – III**  
**Module No. I**

<b>Name</b>	:	Soft Skills for Supervisors/Associates
<b>Sector</b>	:	Soft Skills
<b>Code</b>	:	<b>SS304</b>
<b>Entry Qualification</b>	:	10 <sup>+</sup> 2 to Graduate and 17 Years above Or Those who have passed Module II may be allowed suitable rebate of 150 Hrs.
<b>Terminal Competency:</b>		After completion of the course, one should be able to 1. Project one effectively/ efficiently  2. Carryout the task professionally in systematic way with total Customer satisfaction.  3. Supervisor/ lead the team for better productivity
<b>Duration</b>	:	180 hours
<b>Objective</b>	:	After completion of the course the Students will be able to work as Team Leader/Supervisor

**NOTE--: One who undergoes training in Module-III directly has to study the following  
In addition to all the content of Module-II**

1	<p><b><u>DEVELOPMENT OF OCCUPATIONAL COMPETENCY</u></b></p> <ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Problem solving skills</li> <li>• Organising and Co-ordination skills</li> <li>• Critical thinkings</li> <li>• Decission Making</li> </ul>	<p>Different type of Leadership styles and creative leadership</p>
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## Methodology:-

Above practices may be imparted by using

- 1 Movie clips, games, examples, story/sharing questionnaire/role play/exercises/ Task, Video/Audio recording /Case studies
- 2 Project and transfer oriented training
- 3 Guide Text Method

### List of machines & equipment for a batch of 20

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8	White Board	01
9.	Flip Chart Board	01
10	LCD TV	01
11.	PA System	01 set
12	EPBAX(Mini)	01