

# Model Curriculum

## Use generic skills for employability – Variant I

**SECTOR: Management, Entrepreneurship and  
Professional Skills**

**NOS CODE: MEP/N9994 v1.0**

**NSQF LEVEL: 2**



## Certificate

### CURRICULUM COMPLIANCE TO NATIONAL OCCUPATIONAL STANDARD

is hereby issued by the

**MANAGEMENT & ENTREPRENEURSHIP AND PROFESSIONAL SKILLS  
COUNCIL (MEPSC)**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standard: 'Use generic skill for employability – Variant I'  
NOS Code: 'MEP/N9994' NSQF Level 2'

Date of Issuance: Sep 4<sup>th</sup>, 2018

Valid up to : Sep 3<sup>rd</sup>, 2022

\*Valid up to the next review date of the Qualification Pack or the  
'Valid up to' date mentioned above (whichever is earlier)



Authorised Signatory  
(Management & Entrepreneurship and Professional Skills  
Council (MEPSC))

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# Use generic skills for employability – Variant I

## CURRICULUM / SYLLABUS

This program is aimed at training candidates on the National Occupation Standard “Use generic skills for employability – Variant I”, in the “Management, Entrepreneurship and Professional Skills” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>NOS Name</b>	<b>Use generic skills for employability – Variant I</b>
<b>NOS Code</b>	MEP/N9994 v1.0
<b>Version Update Date</b>	04/09/2018
<b>Pre-requisites to Training</b>	No formal education
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Identify digital devices such as basic mobile phones, smartphones.</li> <li>• Describe the fundamental features of these digital devices.</li> <li>• Perform basic digital operations on these digital devices such as shutdown, open, make calls, receive calls, send messages, manage folders, open and download applications, etc.</li> <li>• Carry out basic tasks related to own financial requirements.</li> <li>• Use financial services such as bank deposits, insurance, loans, etc. effectively and safely.</li> <li>• Communicate effectively with colleagues and others.</li> <li>• Demonstrate self-management by thinking positively, displaying work ethics etc.</li> <li>• Demonstrate appropriate behavior at the workplace.</li> <li>• Work effectively with others to achieve better results.</li> <li>• Deal with customers effectively.</li> <li>• Search for jobs effectively.</li> </ul>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Digital Literacy</b></p> <p><b>Theory Duration (hh: mm)</b> (10:00)</p> <p><b>Practical Duration (hh:mm)</b> (12:00)</p>	<ul style="list-style-type: none"> <li>Describe the role of digital technology in day to day life and the workplace.</li> <li>Identify different types of digital devices such as basic mobile phones, smartphones, etc.</li> <li>Identify the components of a basic mobile phone, smartphone such as main screen, navigation keys, power on/off switch, call buttons, alphanumeric keypad, charging/ headphone connection point, battery and SIM slot, etc.</li> <li>Identify the basic functionality and features of mobile phones, smartphones, such as start and shutdown, lock/unlock, home screen, menu, setting ringtones, message, gallery, profile settings, clock and alarm settings, camera, and other applications.</li> <li>Use mobile phones for performing basic operations such as save contacts in the callbook, make/receive calls, check call history, send/receive messages, take pictures, play radio, use calculator, editing time and date in the calendar, managing files and folders, download/delete applications, etc.</li> <li>Recharge a pre-paid phone using the messaging service</li> <li>Demonstrate ways of connecting to the Internet: 3G, 4G, Wi-Fi, etc.</li> <li>Use search engines such as Google. and change the language preference</li> <li>Browse the internet for accessing basic information</li> <li>Search the internet for accessing information on important government portals and schemes like, Aadhar, State employment portals, Rashtriya Krishi Vikas Yojna, MGNREG Act, etc.</li> <li>Access various online utility portals such as IRCTC, electricity board, water department, etc.</li> <li>Explain the importance of electronic mail (e-mail)</li> <li>Create an e-mail ID</li> <li>Illustrate the importance of sharing information on the internet safely and securely</li> <li>Identify common social media platforms and their basic features</li> </ul>	<p>Training Kit (PowerPoint, Trainer Guide)</p> <p>Basic mobile phones, smartphones</p>
2	<p><b>Financial Literacy</b></p> <p><b>Theory Duration (05:00)</b></p> <p><b>Practical Duration (05:00)</b></p>	<ul style="list-style-type: none"> <li>Recognize the importance and benefits of saving money</li> <li>List the different methods of saving money</li> <li>Discuss the different types of bank accounts such as savings, current, and joint accounts</li> <li>Illustrate the process of opening a bank account.</li> <li>Explain the process of linking the bank account with mobile number</li> <li>Discuss the various types of deposits in a bank (fixed, saving and recurring), post office, and other microfinance institutes available locally</li> <li>Identify the features of bank deposit /withdrawal slips, and a cheque book</li> <li>Use correct procedures to deposit and withdraw</li> </ul>	<p>Training Kit (PowerPoint, Trainer Guide)</p> <p>Cell Phone</p> <p>Computer systems, driving license, Voter ID, PAN card, Aadhar card, sample KYC document, bank opening form, deposit slip, various</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Practical Duration</b> (5:00)	<ul style="list-style-type: none"> <li>• Identify the different factors affecting communication such as language, past experiences, prejudice, feelings, etc.</li> <li>• Follow verbal and non-verbal communication etiquette while communicating in professional and public settings</li> <li>• Describe aspects of negative communication pertaining to facial expressions and body language</li> <li>• Explain the importance of listening in effective communication</li> <li>• Describe active and passive of listening</li> <li>• Explain the concept of effective active listening such as such as focusing on the listener, seeking clarifications, managing distractions, probing, etc.</li> <li>• List the common barriers to listening</li> <li>• Explain the importance of communicating disagreement in a calm, polite, and positive manner</li> </ul>	
4	<b>Self-Management</b>  <b>Theory Duration</b> (05:00)  <b>Practical Duration</b> (10:00)	<ul style="list-style-type: none"> <li>• Describe personal qualities and interests, personality traits</li> <li>• Illustrate the importance of building healthy self-image</li> <li>• Maintain good standards of personal and professional hygiene</li> <li>• Differentiate between positive and negative emotions such as joy, love, pride, desire, enthusiasm, shyness, rage, despair, aggression, guilt, etc.</li> <li>• Illustrate the importance of positive emotions on one's personal and professional life</li> <li>• Recognize the causes, symptoms, and the ill-effects of stress</li> <li>• Describe the methods of relieving stress</li> <li>• Identify the different responses to anger such as turning anger inwards and turning anger outwards</li> <li>• Explain the methods of effectively dealing with anger</li> <li>• Describe the characteristics and impact of low self-esteem in people</li> <li>• Use basic techniques to remain positive in the face of challenges and difficult circumstances</li> <li>• Explain the relationship between positive thinking and good health</li> <li>• Recognize the importance of good work ethics</li> <li>• Display good work ethics such as honesty, integrity and punctuality</li> <li>• Illustrate the importance of time management</li> <li>• List the methods of managing time effectively such as analyzing time, prioritizing activities, creating a plan etc.</li> <li>• Describe the circumstances that may require adjustment of one's own behaviour, work and lifestyles in order to successfully adapt to these circumstance</li> </ul>	Training Kit (PowerPoint, Trainer Guide)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<p><b>Working with Others</b></p> <p><b>Theory Duration</b> (03:00)</p> <p><b>Practical Duration</b> (04:00)</p>	<ul style="list-style-type: none"> <li>Identify types of diversity likely to be found at the workplace and its benefits</li> <li>Respect the diversity at workplace</li> <li>Identify norms with the organization and adapt accordingly</li> <li>Demonstrate positive attitude and a sense of self-worth at the workplace</li> <li>Illustrate flexibility and adaptability to change</li> <li>Contribute to group tasks</li> <li>Take initiative at the workplace</li> <li>Work effectively in teams Team skills: contribute ideas, be supportive to ideas presented by others, show respect towards colleagues, avoid conflicts</li> <li>Demonstrate interpersonal skills at the workplace such as responsibility, self-discipline, empathy, flexibility, honesty, punctuality, developing trust, listening to others, tolerance, etc.</li> <li>Utilize human resources effectively</li> <li>Dress appropriately for a variety of occasions</li> </ul>	Training Kit (PowerPoint, Trainer Guide)
6	<p><b>Dealing with Customers</b></p> <p><b>Theory Duration</b> (02:00)</p> <p><b>Practical Duration</b> (03:00)</p>	<ul style="list-style-type: none"> <li>Identify different types of customers such as potential customers, new customers, impulsive customers, loyal customers, etc.</li> <li>Identify customers' expectations, behaviors, and needs such as products and services, attention, respect, information and advice, etc.</li> <li>Demonstrate effective customer handling skills such as clear communication, patience, attentiveness, product knowledge, time management, accepting feedback positively</li> <li>Explain the importance of customer satisfaction</li> <li>Demonstrate techniques of good customer service</li> <li>Interact effectively with the customer by practicing active listening skills and resolving their needs</li> </ul>	Training Kit (PowerPoint, Trainer Guide)
7	<p><b>Job Seeking</b></p> <p><b>Theory Duration</b> (03:00)</p> <p><b>Practical Duration</b> (03:00)</p>	<ul style="list-style-type: none"> <li>Identify various offline and online job search services, such as employment exchanges, job fairs, recruitment agencies and centres, and online job portals</li> <li>Explain the concept of keyword search</li> <li>Complete the process of registration on employment exchange, updating all the relevant information</li> <li>Register with recruitment agencies in your locality.</li> <li>Create a folder for keeping commonly required documents for the interview</li> <li>Illustrate the importance of dressing neatly and presentably for job interviews</li> <li>Demonstrate basic etiquette such as greeting a person and answering politely during the selection process</li> <li>Describe yourself to the interviewer, stating your strengths and interests</li> <li>Maintain calm, confident, and composed behavior throughout the interview</li> </ul>	Training Kit (PowerPoint, Trainer Guide) Computer systems



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Total Duration</b> <b>75:00</b></p> <p><b>Theory Duration</b> <b>33:00</b></p> <p><b>Practical Duration</b> <b>42:00</b></p>	<p><b>Unique Equipment Required:</b> Feature and Smart Phone Computer system</p>	

*(This syllabus/ curriculum has been approved by Management, Entrepreneurship and Professional Skills Council)*

## Trainer Prerequisites for NOS: “Use generic skills for employability – Variant I” MEP/N9994

Sr. No.	Area	Details
1	<b>Description</b>	The trainer is required to deliver the program on “Use generic skills for employability – Variant I” MEP/N9994 v1.0
2	<b>Personal Attributes</b>	Detail oriented, Expertise on the subject
3	<b>Minimum Educational Qualifications</b>	Graduate in any discipline
4a	<b>Domain Certification</b>	Certified for NOS: <u>“Use generic skills for employability – Variant I”</u> MEP/N9994. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: <u>“Trainer”</u> , mapped to the Qualification Pack: <u>“MEP/Q0102”</u> . Minimum accepted as per respective SSC guidelines is 80%.
5	<b>Experience</b>	3-5 years of experience



PC17. identify and use common features of debit and credit cards to transact, correctly and securely	2	1	1
PC18. deposit and withdraw money from a bank using respective slips and cheque book	2	1	1
PC19. identify passbook entries correctly and procedure for updating it	2	1	1
PC20. deposit cheques and cash in a bank or an ATM using correct procedures	2	1	1
PC21. select appropriate category of insurance as per requirement, and relevant locally available service providers of health, general and life insurance	2	1	1
PC22. record income and expenditure accurately in a basic and convenient format, for budgeting activity	2	1	1
PC23. identify locally available and reliable sources of loan	3	1	2
PC24. choose tenure and terms of loan as per requirement	2	1	1
PC25. follow safe and secure practices related to own financial information and transactions	3	2	1
PC26. transfer money using various, authorised money transfer services	3	1	2
PC27. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	2	1	1
PC28. use active listening techniques for effective communication	2	1	1
PC29. communicate needs, rights, disagreements and dissatisfaction, to others in a calm, polite and positive manner	2	1	1
PC30. maintain good standards of personal and professional hygiene	2	1	1
PC31. identify, use and display good work ethics	2	1	1
PC32. develop a basic plan for achieving given tasks in the workplace	2	1	1
PC33. use prioritizing, scheduling and other techniques to ensure that time is used effectively and efficiently to achieve results	2	1	1
PC34. use basic techniques to remain positive in the face of challenges and difficult circumstances	3	1	2
PC35. use basic self-control techniques to deal with stress and anger effectively	3	1	2
PC36. display communication and behavioural practices that respect diversity in the workplace, social and personal settings at all times	2	1	1
PC37. display interpersonal skills that	3	1	2

	help to build effective relationships with others			
	PC38. display initiative and take responsibility in work settings to achieve results	3	1	2
	PC39. identify different types of customers	2	1	1
	PC40. respond to different customer requests and needs in a professional manner	3	1	2
	PC41. identify various reliable and available job search services for seeking jobs	2	1	1
	PC42. apply to identified job openings using relevant methods and requirements	3	1	2
	PC43. dress neatly and appropriately for the recruitment and selection process	3	1	2
	PC44. answer questions politely, with clarity and confidence, during recruitment and selection	3	1	2
	<b>Total</b>	<b>100</b>	<b>45</b>	<b>55</b>