

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 21st Century

7. recognize the significance of 21st Century Skills for employment
8. 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 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. 21st-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