

## 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