

Expression of Interest for Empanelment of Skill Training Providers (STPs) to implement Employment through Skill Training & Placement (EST&P) component of NULM in Bihar – Phase 2

**Bihar Urban Development Agency, Urban Development & Housing Department,
Vikas Bhawan, New Secretariat, Patna – 800 015)**

Phone: 0612-2205101, Fax: 0612- 2223059, Website: <http://urban.bih.nic.in/>

No. SPUR-PMU/174/NULM-EST&P(Vol.2)/2015/137

Date: 30.01.2015

Bihar Urban Development Authority (BUDA), Urban Development and Housing Department (UD&HD), Govt. of Bihar, invites Expression of Interest (EOIs) for Empanelment of Skill Training Providers to implement Employment through Skill Training & Placement (EST&P) component of National Urban Livelihoods Mission (NULM) in all NULM towns of Bihar.

1. Participating Agencies must fulfil the following pre-requisites:

- The agency should have been registered in India for a minimum period of 3 years.
- The average annual turnover for the previous 3 years should be minimum **Rs 100 lakhs**. The average annual turnover for the previous 3 years should be minimum of **Rs 60 lakhs** from training related activity. It is the responsibility of the Agency OR Lead agency of the JV/consortium to prove that 60 lakhs out of the total turnover is from training related activity.
- The agency should have Service Tax registration number.
- The agency should have trained a minimum number of 2000 candidates in the respective trade/ and employed a minimum of 500 trained candidates in the form of salary/wage employment. Other types of employment shall not be considered for eligibility evaluation.
- The agencies may form a consortium/ JV. However no franchising/ subletting may be allowed after selection of agency/ JV.
- In case of JV/ consortium lead agencies should have minimum share of 51% and should fulfil all the eligibility criteria. However partners to the JV/ Consortium, other than lead agency, must be registered entities and **MUST** fulfil any one of the following criteria:
 - *The average annual turnover for the previous 3 years should be minimum Rs 25 lakhs and minimum average annual turnover of Rs 15 lakhs for the last 3 years from training related activity OR;*
 - *The agency should have trained a minimum of 500 candidates in the respective trade and employed a minimum of 25% (125) candidates in salary/wage employment. Other types of employment shall not be considered for eligibility evaluation.*

Note: Proposals without the required documents will be treated as in-eligible. Interested agencies can apply for empanelment as STP for training in one or more than one courses and the empanelment shall be for all the NULM towns in Bihar.

2. Interested Agencies may download the complete Expression of Interest (Eoi) document from the Tender Section on the website <http://www.urban.bih.nic.in> from **30th January 2015**.
3. Interested agencies may submit their queries before 6th February, 2015 through mail on procurement@spurbihar.in or through phone at **0612-2215385**. The detailed response to the queries will be uploaded on the website by **10th February, 2015**.
4. Interested Agencies may submit their proposals along with document fees (non-refundable demand draft in the name of "Director, BUDA" payable at Patna) **of Rupees Five Thousand only**. No proposals will be accepted without the document fees. No liability will be accepted for downloading the incomplete document.
5. Sealed complete **proposal** will be **received** at the address mentioned below on any working day up to **15.30 hours on 20th February, 2015**.

Director, Bihar Urban Development Agency
Urban Development & Housing Department, Govt. of Bihar
Room No. 159, Vikas Bhawan, Patna – 800 015
Phone: (0612) 2215358, 2215580 Fax: (0612) 2217059
Email: urbansec-bih@nic.in

BUDA reserves the right to accept or reject any application or whole process without assigning any reason whatsoever.

6. All prospective bidders are advised to submit their proposals in accordance with Eoi. For clarifications, kindly contact at 0612-2215358 or email at urbansec-bih@nic.in.

Director, BUDA

Expression of Interest

JANUARY, 2015

**SELECTION OF SKILL TRAINING PROVIDERS (STP) FOR
EMPLOYMENT THROUGH SKILL TRAINING AND PLACEMENT
(EST&P) COMPONENT OF NULM IN BIHAR – Phase 2**

**BIHAR URBAN DEVELOPMENT AGENCY (BUDA)
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1. Employment through Skills Training & Placement (EST&P) - Background

- 1.1 The National Skill Development Policy issued in March 2009 states that the demand for skilled manpower by 2022 is 50 Million. Due to increasing urbanization, 50 Million non-farm employment opportunities will be created during the 12th Five Year Plan period and same number of people would be provided certified skill training.
- 1.2 The Employment through Skill Training & Placement (EST&P) Component under NULM is designed to provide skills to the unskilled urban poor as well as to upgrade their existing skills. The program will provide for skill training of the urban poor to enable them setting up self-employment ventures and for salaried jobs in the private sector. The EST&P Program intends to fill the gap between the demand and availability of local skills by providing skill training programs as required by the market.

2. Objectives of EST&P

- The broader objective of the Employment through Skills Training & Placement (EST&P) Program is:
 - ✓ To provide an asset to the urban poor in the form of skills for sustainable livelihood
 - ✓ To increase the income of urban poor through structured, market-oriented certified courses that can provide salaried employment and / or self-employment opportunities which will eventually lead to better living standards and alleviation of urban poverty on a sustainable basis
 - ✓ Ensure inclusive growth with increased contribution of skilled urban poor to the National Economy.
- The Urban Development & Housing Department, Government of Bihar seeks to empanel Skill Training Providers (STPs) to implement the EST&P component in all NULM towns in Bihar.
- The STP shall be responsible for providing Skill training, organizing assessment and certification of trained candidates and providing job-placement or setting up self-enterprise for all the successful candidates. It is mandatory for the STP to provide placement/ self-enterprise set-up support for minimum 50% of successfully trained candidates.

3. Targets and Eligibility

- EST&P will target the urban population below poverty line. As the provisions in the guidelines for women beneficiaries, SCs and STs, differently-abled and minority communities the targets have been allocated to the Urban Local Bodies.
- The candidates selected for training under EST&P component of NULM should be from the urban poor households only. The following conditions need to be adhered to in selection of the candidate –
 - S/he should not have undergone skill development training under the SJSRY / NULM in any other trade during the last 3 years. The candidate can however be provided advanced training on the skills acquired in any previous training.
 - The candidate should meet the minimum qualification as per requirement of the training curriculum approved by BUDA.
 - The percentage of SC and ST candidates being trained should not be less than the percentage of SC and ST population in the town.
 - Out of the total beneficiaries for the State/UT under EST&P; minimum 30% should be women, minimum 15% should belong to the Minority community and minimum 3% of the candidates should be differently-abled.

- However based on the trade and area of implementation, if the above requirement of minimum percentage cannot be fulfilled through common training programs, specific training programs targeting the above vulnerable communities maybe undertaken by the SULM.

4. Scope of Work

I. Screening and Selection of Beneficiaries

The STP shall assist the Urban Local Bodies and the State Urban Livelihood Mission/ UD&HD in screening and selection of beneficiaries for the training programmes. The eligibility criteria for each course has been provided in **Annexure 1**. The STP shall ensure that the selected beneficiaries are given adequate motivation and guidance at the beginning of each batch of the training programme.

The STPs may also coordinate with the ULBs and City Mission Management Units (CMMUs) and mobilize beneficiaries and assist the beneficiaries in applying for training under NULM.

II. Course Curriculum and Duration

- The details of courses and modules along with duration have been provided in Annexure 1. The detailed curriculum of courses and modules has been provided in Annexure 1.1.
- The syllabus is based on Skill Development Initiative Scheme, DGE&T, Government of India (dget.nic.in). The syllabus provides the details of areas to be covered under the course. The course duration and content have been altered to suit the requirements of the programme.
- The agencies have to customize their available course material, tool kit and infrastructure to meet the requirements of the prescribed syllabus.
- The final curriculum, reading material, reference material and tool kits shall be decided by NULM after the empanelment of STPs and shall be based on standard books, reading material, equipment and associated costs. In case any material related to training such as tool kits, reading material etc. is provided by SULM the cost of such material shall be deducted from the amount payable to STPs.
- In addition to the basic skill training on specific skills, the training course modules will also have the following modules integrated into the course curriculum with minimum duration of 30 hours–
 - ✓ Soft Skills – Basic Communication skills (in English and local language), Basic computer operations (for courses other than computer training), Professional Etiquettes, etc.
 - ✓ Financial Literacy – Orientation and awareness on savings, credit, subsidy, remittance, insurance and pensions.
 - ✓ Other government schemes – the candidate may also be provided information regarding other government schemes (including other components of NULM) and entitlements for poverty alleviation.
- The course duration for all the skill training programmes under EST&P would be minimum 3 months (Total 430 Hours with approximately 400 hours of the technical training plus 30 hours for soft skills training). No additional payment shall be made for Soft Skill training of 30 hours.

INTRODUCTION OF NEW SECTORS/ TRADES AND COURSES

The State Urban Livelihood Mission/ UD&HD shall review the course list from time to time. Empanelled STPs/ Interested Agencies shall be encouraged to suggest any new training sector/ trade which does not have been covered under Annexure 1, provided the interested agency/ STP sends a proposal to Director BUDA with the following details:

- Request Letter
- Sector/ Trade name
- Course name & proposed curriculum with details of theory, practical and other activities which are part of the proposed course.
- Total Training duration in hours with details and minimum hours of classroom training, On Job Training, practical etc.
- Infrastructure requirements and tool kit
- Potential job profile of youth after training and placements
- Total Salaried/ Wage Employment and Enterprise Development Potential details.
- Estimated cost with break up (inclusive of all taxes)
- Previous Experience with details of training and employment in the identified sector/ Trade.
- Accreditations/ empanelment for the course or its overall sector/ trade.

The SULM/ UD&HD shall review all such proposals and advertise for the empanelment of interested agencies for the selected new courses. The course structure shall be finalized after receiving proposals through the open tender.

III. Assessment and Certification

- The assessment would be done by a competent agency which would be selected by UD&HD/ SULM and has acceptability in the industry. Assessing bodies can be selected from the Sector Skill Councils of National Skill Development Corporation and agencies National Council for Vocational Training and Bihar Skills Development Mission.
- The department is in the process of finalization of Assessment agencies for each course from the empanelled Assessing Bodies. SULM/ UD&HD will enter into a Memoranda of Understanding with the Assessment Agency clearly defining the trainings to be certified, area of operation, delivery standards with time lines and processes, and fee to be charged by the agency. The SULM shall fix the fee for the assessment based on the course curriculum and in consultation with competent technical agencies. This fee will be directly paid to the assessment agency and will not be a part of the training cost payable to the STPs.
- The details of assessment for each course shall be provided to the STPs after the selection of assessment agency for each course.
- Each successful candidate undertaking training under EST&P component of NULM would be awarded a certificate issued by UD&HD.
- The STP shall be responsible for coordinating with SULM and Assessing agency for organizing the assessment of the trained candidates. As and when the candidate completes the training and is ready to undergo assessment, the STP shall inform the concerned Assessing Agency with details of number of candidates to be assessed, trades to be assessed and location of the training centre.

- The STP and assessment agency shall ensure that the assessment process is carried out within 3 days from the completion of the training programme.
- The Assessing Agency and STP should ensure assessment and declaration of results within 30 days of receipt of the request from the STP.
- The STP shall be responsible for coordinating with the assessment agencies and distribution of certificates to the candidates declared successful by the assessing agency.
- If a candidate fails in the assessment then she/he should be retrained for re-assessment and certification. The re-training and re-assessment cost of such unsuccessful candidates shall be borne by the STPs. The SULM shall approve payments towards the training of only successful and certified candidates to the STPs.

IV. Post Training Support

- The STP shall work towards providing job-placement or providing self-employment by setting up self-enterprise for all the successfully trained candidates.
- Inability to do so shall result in deduction of payment towards employment component of the assignment.
- The period of employment should be minimum 6 months from the date of joining/ enterprise start-up which should also be tracked by the STP.

A. Job Placement - On successful completion of the training, the candidate shall be provided placement in suitable job by the STP within one month of completion of the training.

➤ **JOB PLACEMENT SHOULD BE PROVIDED TO A MINIMUM OF 50% OF THE CANDIDATES EMPLOYED.**

- ✓ For Job Placement letter of employment from employer with salary and other details of employment shall be mandatory.

B. Enterprise Support - Enterprise Promotion covers the following support:

- Employment to Individuals through Self-Employment Ventures
- Employment to Individuals through Micro Enterprises,
- Employment through Group Micro Enterprises including Women SHGs

➤ **ENTERPRISE DEVELOPMENT (INDIVIDUAL AND GROUP) CAN BE PROVIDED TO A MAXIMUM OF 25% OF THE TOTAL EMPLOYMENT TARGET TO EACH STP.**

➤ **INDIVIDUAL SELF-EMPLOYMENT CAN BE PROVIDED TO A MAXIMUM OF 25% OF THE TOTAL EMPLOYMENT TARGET TO EACH STP.**

- ✓ For Enterprise Creation (Individual/ Group) documentary proof of enterprise set up and funding/ linkages shall be mandatory.
- ✓ For Individual Self-Employment details of employment and declaration of employment (format to be provided later) shall be mandatory.
- For candidates interested in setting up micro-enterprises, the STPs shall be responsible to assist in setting-up the microenterprise within 3 months of successful completion of the training. The STPs shall provide support for proposal writing, ensure credit from banks, and provide support for availing subsidy to candidates regarding any of the micro-enterprise development schemes such as SEP component under NULM, Prime Minister's Employment Generation Programme (PMEGP) under Ministry of Micro, Small and Medium Enterprises (Mo-MSME), Cluster Development Schemes under Mo-MSME, MFI funds or any other such scheme.

- *To undertake the placement support in salaried employment or enterprise creation such as coordinating with employers, banks and other stakeholders the STP shall mobilize adequate personnel. No additional payment shall be made for these resources.*
- *The payment for the employment of trained candidates shall be made on pro rata basis where Enterprise Support shall not exceed 50% of the total employment. Any employment under Enterprise Support over and above the number of candidates provided salary employment will not be considered.*

V. Post Training Tracking:

- The STP shall be required to track the successful candidates for a period of 6 months. For the candidates provided with wage employment in any industry employment related documents such as appointment letter, offer letter and information like date of joining, pay package / remuneration, post etc. shall be maintained and updated every month in suitable format (to be provided later) and submitted to the ULB / SULM as per the terms and conditions of the contract with the STPs.
- For the candidates interested in setting up micro-enterprises, the STP shall be responsible for providing support and track the progress of Enterprises for a period of 6 months.
- The STP shall provide adequate documentary proof for self-employment and micro enterprises such as Bank Loan sanction letter/ Proof of other funding, enterprise registration certificate, address of enterprise, pictures, proof of linkages, declaration of employment by the employed candidate etc.
- The STP shall maintain the status of employed candidates on an online reporting format as prescribed by SULM/ UD&HD.

VI. MIS and Reporting:

- The STP shall have the responsibility of regular reporting on progress of training, placement and micro-enterprise establishment to the ULB and SULM on a regular basis. The formats and periodicity of reporting shall be provided to the empanelled STPs.
- The STP shall also maintain online Management Information System (MIS) for recording the information of all the candidates including their contact details, candidate's bank account details, status of assessment and certification, status of the placement or setting up of an Enterprise, etc. on the MIS.
- The SULM and ULB shall have access to all the information regarding the candidate and the training programs of the STPs.
- As and when the national MIS for NULM is launched, the STP shall have the responsibility to update the information of candidates as specified by the SULM.

5. Competency and Expertise of Training Agency (STP)

• Eligibility Criteria

- a) The agency should have been registered for a minimum period of 3 years.
- b) The average annual turnover for the previous 3 years should be minimum Rs 100 lakhs.
- c) The average annual turnover for the previous 3 years should be minimum Rs 60 lakhs from training related activity. *(It is the responsibility of the Agency/ Lead agency of the JV or Consortium to prove that 60 lakh out of the total turnover is from training related activity by providing required values in Form-2 or attaching a CA's declaration in this regard.)*

- d) The agency should have Service Tax registration number.
- e) The agency should have trained a minimum of 2000 candidates in the trade applied for and employed a minimum of 500 trained candidates in Salaried/ Wage employment. Other types of employment such as Self-employment or Micro Enterprise shall NOT be considered for eligibility evaluation.
- f) The agency should submit relevant experience certificates issued by the client clearly indicating the training targets achieved with list of beneficiaries in the format provided in FORM 4.1. **FOR TRAINING EXPERIENCE CLIENT WOULD MEAN GOVERNMENT CLIENT ONLY.**
- g) The agency should submit relevant certificates issued by the client and employer clearly indicating the salaried/ wage employment targets achieved, number of candidates employed along with list of beneficiaries in the format provided in FORM 4.2.
- h) The agencies may form a consortium/ JV. However no franchising/ subletting may be allowed after selection of agency/ JV.
- i) In case of JV/ consortium lead agencies should have minimum share of 51% and should fulfil all the eligibility criteria. However all partners to the JV must be registered entities and MUST fulfil any one of the following criteria:
- I. *The average annual turnover for the previous 3 years should be minimum Rs 25 lakhs & minimum average annual turnover of Rs 15 lakhs for last 3 years from training related activity (SEPARATE FORM 2 to be attached for each Partner agency fulfilling this criteria. (It is the responsibility of the agency to prove that Rs 15 lakhs out of the total turnover, is from training related activity. Separate Form-2 should be provided for partners other than lead agency.)*
 - II. *The agency should have trained a minimum of 500 candidates in the trade applied for and employed a minimum of 25% (125) candidates in **Salary/ Wage employment**. Other types of employment such as Self-employment or Micro Enterprise shall **NOT** be considered for eligibility evaluation. (SEPARATE FORM 4, 4.1 and 4.2 to be attached for each Partner agency fulfilling this criteria)*
- **Other Criteria**
 - j) **Empanelment Coverage**
 - Interested agencies can apply for empanelment as STP for training in one or more than one courses (Annexure 1). There is no upper limit for courses to which a single agency/ JV / consortium can apply.
 - The empanelment shall be for all the NULM towns in Bihar.
 - The list of towns currently covered under NULM is provided in Annexure 2.
 - At present there are 42 towns covered by NULM. However this number may change in the future as per Government of India notification. In such case the empanelment shall extend to the revised list of towns.
 - k) **Trainers**
 - For each course the agency shall provide the CVs of proposed trainers in the technical proposal (FORM 5).
 - The proposed trainers should have minimum experience of training 500 candidates successfully.

- In case the agency has to replace the trainers during the training programme, the substitute CV has to be equivalent or better than the original CV.

l) Training Limit

- The maximum limit would be dependent on the Number of Trainers proposed, actual Demand for the course and maximum trainings that the agency proposes to provide.
- A single trainer would be permitted to train a maximum of 2 batches during the same time period (training batch dates).
- In case of additional demand training may be awarded to the STP, the STP has to furnish CV of additional trainers and provide details of adequate infrastructure and facilities required for such additional training before award of additional work.

m) Batch Size

- Each batch will have a size of 30 candidates.
- However if the accrediting agency has allowed the agency to train higher number of candidates in a single batch the batch size may be increased by the STP with prior approval of SULM/ UD&HD.

n) Soft Skill Training

- The agency should propose the type of Soft Skill training for each course as per NULM guidelines and provide separate CV for Soft Skill trainers.

o) Details of Training Infrastructure and Tool Kit:

- For existing Centre and infrastructure: The agency has to provide the details of training infrastructure and facilities relating to class size, basic amenities, power back up, tools and machinery for training support in Form 7.
- If the agency does not have any/ a particular centre but proposes to set up the centre only after empanelment and also provides the details of facilities to be provided in the proposed centre then the proposed facilities shall be binding upon the agency once it is empaneled as STP and assigned training.
- The agency will have to set up the centre with the proposed facilities within a period of 15 days from the award of work after empanelment failing which its empanelment may be cancelled.
- The training agency shall also provide the details of tool kit to be provided for each course in prescribed format (FORM 7). The tool kit would be finalized by SULM.
- In case SULM also provides the Tool Kit then the cost of tool kit will be deducted from the payment to be made to STPs.

p) Support Team

- For proper implementation of the assignment and managing the programme the agency shall appoint suitable persons in the following positions:
 - ✓ *Programme Manager (1 for the entire state)*

- ✓ *Training Coordinators (1 per training centre)*
- ✓ *Training Centre administrative staff (2 per training centre)*
- No additional payment shall be made for these positions.
- The Programme Manager will be responsible for the overall implementation of the assignment, coordinate between his team and Urban Development & Housing Department/ SULM and submit all reports and documents.
- The Training Coordinators will be responsible for managing the training and employment activity and coordinating with the Employers, Banks, Urban Local Body as well as the Assessment agencies.
- The STP may also need to appoint two administrative staff per centre for managing each training centre.
- The STP may mobilize other positions as required to achieve the assignment targets.
- CVs of the support team is not required in the proposal.
- The agency shall maintain the details of the support team and provide it to the monitoring and review agency.
- Presence of adequate support staff will also be assessed under overall review of the STP before deciding on the extension period of empanelment to the STP.

q) Submission

- The details of trades, courses, trainers, previous experience have to be provided in the prescribed formats.
- All agencies to submit the forms with complete documentary proof as suggested in Table A.
- Forms related to accreditation (Form-2), Training and Employment experience (Form 4, 4.1, 4.2) should be provided separately for partner agencies in case of JV/ consortium.
- Any proposal submitted in incorrect format or without prescribed documentary proof will be rejected.

6. Costing and Disbursement

- The actual cost of training is based on the course curriculum, infrastructure and materials needed for the course, course duration, etc.
- The training cost includes:
 - ✓ Personnel cost
 - ✓ Cost of candidate mobilization
 - ✓ Curriculum printing
 - ✓ Trainer's fees
 - ✓ Raw materials required for training
 - ✓ Tool kit
 - ✓ Training infrastructure and maintenance

- ✓ Utility bills and Power back up
 - ✓ All Placement linkage related activities
 - ✓ Post-placement tracking of the candidates
 - ✓ All taxes.
- The Total training cost for the finalized courses are provided in Annexure 1.
 - If SULM provides Tool Kit and/ or printed study material the cost of these items will be deducted from STP payment.
 - **Assessment costs shall be paid directly to assessing agencies and are not a part of the costs indicated as payment to STP.**
 - The payments shall be made on the basis of number of candidates trained and employed. The performance shall be subject to review and approval of performance by a monitoring agency/ representative of SULM.

Payment schedule		
Payment	Amount Payable	Deliverable
1 st Instalment	20% of total Amount	Commencement of Training
2 nd Instalment	30% of total amount	Completion of Training and Certification <i>(Payable only for candidates who are successful in the Assessment exercise and are awarded training completion certificates)</i>
3 rd Instalment	40% of total amount	Placement and Enterprise development <i>(Payable only on successful employment with minimum 50% as salaried/ wage employment on pro rata basis)</i>
4 th Instalment	10% of total amount	Tracking of employed candidates for a minimum period of 6 months. <i>(In case employed candidates are found to be unemployed within this period the payment attributable to the tracking of these candidates shall be deducted from the total payment.)</i>

Note: Performance Security @ 5% of the total work order value shall be adjusted against the first instalment of 20% and the STP shall be paid 15% of the work order value as 1st Instalment.

Payment Illustration 1:

- Agency *XYX* is assigned training of 220 candidates in 3D Animation course under Multimedia Trade with unit cost of Rs 13500 (assuming *SULM* decides that *STP* shall provide tool kit and study material).
- Out of 220 candidates trained by *STP* only 200 candidates get trained successfully and are given training certificates.
- *STP* is able to provide employment to 60 candidates with minimum 30 salaried employments.
- All 60 employed candidates are tracked for a period of 6 months and their details of employment are updated and reported.
- *SULM* appointed monitoring agency validates the information on employment and tracking as provided by *STP*.

In this scenario payment will be made as follows:

Total Contract Price	Candidates = 220 Unit Cost = Rs 13,500 (inclusive of all taxes) Total Contract Price = 220 x 13500 = Rs 29,70,000		
Instalment	Schedule	Payment Calculation	Note
1 st Instalment	The <i>STP</i> has to set up the training centre within 15 days from the award of work and start the training as per the specifications suggested in the proposal or as revised with mutual consent.	Payment to be made for 220 candidates @ 20% of Rs 13500 (unit Rate) i.e. 220 x 20% x 13500 = Rs 5,94,000	Deduction @ 5% of work order value as performance security on the amount payable as first instalment
2 nd Instalment	After the training and subsequent assessment and certification the <i>STP</i> shall raise the invoice for payment of 30% of the unit cost only for candidates trained and certified successfully	Payment will be made for 200 candidates only @ 30% of Rs 13,500 i.e. 200 x 30% x 13500 = Rs 8,10,000	<i>STP</i> may retrain and get the failed 20 candidates reassessed. However such retraining and reassessment costs shall be borne by the <i>STP</i> .
Note: If unsuccessful candidates are retrained and all or a part of the 20 candidates (N) are successful in the reassessment then the <i>STP</i> shall raise invoice for N candidates. Payment will be made for N candidates @ 30% of Rs 13,500 i.e. N x 30% x 13500			

3 rd Instalment	STP provides employment to 60 candidates and also fulfils the required minimum 50% salaried employment criteria i.e. 30 salaried employment then payment shall be made on pro rata basis.	Payment will be made as follows: No. of candidates employed x 40% of Rs 13,500 i.e. 60 x 40% x 13500 = Rs 3,24,000	<ul style="list-style-type: none"> • For payment towards employment the STP has to adhere to the minimum requirement of 50% salaried employment. • Maximum self-employment/enterprise to be considered for payment shall not exceed the number of candidates provided salaried employment.
<p>Note: If STP provides employment to 60 candidates BUT does not fulfil the required minimum 50% salaried employment criteria i.e. provides salaried employment to 10 and self-employment to 50 candidates then employment of only 10 salaried and an equivalent 10 self-employment/ enterprise employment shall be considered for payment on pro rata basis i.e. (Salaried Employment + Self-Employment) x 40% of Rs 13,500 where Self-Employment less than or equal to Salaried Employment (10+10) x 40% x 13,500 = Rs 1,08,000</p>			
<p>Note: If STP manages to employ additional candidates at a later stage then the remaining payments shall be made after submission and approval of additional invoices at 40% of unit cost for number of candidates employed.</p>			
4 th Instalment	STP tracks the 60 employed candidates for a minimum period of 6 months and provides regular update on status of appointments then payment shall be made on pro rata basis for number of candidates tracked	Payment will be made as follows: No. of candidates tracked x 10% of Rs 13,500 i.e. 60 x 10% x 13500 = 81,000	

7. Instructions to Bidders

- The proposals should contain the information in the prescribed formats.
- An authorized representative of the Consultant shall initial all pages of the proposal.
- The Proposal shall be placed in a sealed envelope clearly marked:
- **“PROPOSAL FOR EMAPNELMENT OF SKILL TRAINING PROVIDERS TO IMPLEMENT EMPLOYMENT THROUGH SKILL TRAINING & PLACEMENT COMPONENT OF NULM IN ALL TOWNS OF BIHAR – Phase 2”**.
- The envelopes (Envelope 1– Document Fees) and Envelope 2 – Technical Proposal shall be placed into an outer envelope and sealed. The outer envelope shall bear the submission address, EOI number and title of the project.
- Proposals to be submitted along with document fees (non-refundable demand draft) of Rupees Five Thousand only in favour of **Director, BUDA payable at Patna**. No proposals will be accepted without the document fees.
- Single agency or JV/ consortium has to submit Rs 5000/- as document fees irrespective of the number of courses applied for.
- All proposals should have the Forms and required supporting documents as given in Table A.
- The proposals shall be sent to the following address:

Director
Bihar Urban Development Agency
Urban Development & Housing Department, Govt. of Bihar
Vikas Bhawan, Patna – 800 015
Phone: (0612) 2215358, 2215580 Fax: (0612) 2217059
Email: urbansec-bih@nic.in, procurement@spurbihar.in

- Evaluation of proposals will be conducted as follows:
 - a) The members of the Purchase Committee will first assess whether the agency conforms to the pre eligibility criteria as given in the EOI and if so shall then only evaluate the proposals.
 - b) The narrative Evaluation Criteria is attached as Table B.
 - c) Proposals fulfilling the eligibility criteria and achieving a minimum of 60% marks shall be considered for empanelment.
 - d) Proposals with more than 60% marks shall be ranked for each course. Preference for empanelment and award of work shall be given to the highest ranked proposal under each course.
 - e) **The Purchase Committee shall decide the total number of agencies to be empaneled for each course depending on the requirement of STPs in each course.**
 - f) **The 42 towns have been grouped in 14 clusters. Each cluster will have 3 towns and each cluster will be allotted to 3 STPs in each course.**
 - g) **The allotment of the clusters to STPs will be based on the combined rank on the basis of technical score and cluster preference as provided in Form 8.**

TABLE A: PROPOSAL CONTENT

S. No	Document	Document Heading	Attachments/ Note
1	FORM 1	Proposal Submission Form	<ul style="list-style-type: none">• Document Fee (DD of Rs 5000 in favour of Director, BUDA payable at Patna)• Copy of MoU in case of consortium/ JV clearly indicating 51% or more share of lead partner and share of each non - lead partner agency and key responsibilities• Details of Trades and Courses applied for in the table provided as per EoI Note: Trades and Courses not mentioned in the EoI will not be considered for evaluation
2	FORM 2	AGENCY PROFILE	<ul style="list-style-type: none">• Pan Card• Registration Certificate• ITR• Audited Statements of last 3 Financial Years• Service Tax Registration• Proof of Accreditations and Certifications• NOTE:<ul style="list-style-type: none">- Separate Form 2 to be filled with Proof of Turnover for each Partner Agency/ Agencies to be attached for meeting eligibility in case of JV/ Consortium- It is the responsibility of the agency to prove that Rs 60 lakhs out of the total turnover is from training related activity.- Separate Form 2 to be filled with Proof of Accreditation for each Partner Agency/ Agencies to be attached for evaluation of proposal in case of JV/ Consortium
3	FORM 3	Details of Relevant Services Carried Out in Last 5 years	<ul style="list-style-type: none">• Details of work assigned• Completion Certificate with details of Training and Employment under each assignment/ Payment Certificates in case completion certificates have not been issued

4	FORM 4	Details of Experience of Training Agency	<ul style="list-style-type: none"> • Note - Separate FORM 4 to be filled for each Trade. - Separate Form 4 to be filled for each Partner Agency with Proof of Training and Employment of the Partner Agency/ Agencies for meeting eligibility in case of JV/ Consortium as well as technical scores in technical evaluation
5	FORM 4.1	Training Details	<ul style="list-style-type: none"> • Separate Form 4.1 to be filled for each agency in case of JV/ Consortium
6	FORM 4.2	Employment Details	<ul style="list-style-type: none"> • Separate Form 4.2 to be filled for each agency in case of JV/ Consortium
7	FORM 5	Trainer Details and Experience	<ul style="list-style-type: none"> • CV of Proposed Trainers • Note: Separate Form 5 for each proposed Trainer for core skills and soft skills
8	FORM 6	Course Schedule and Session Plan	<ul style="list-style-type: none"> • Note: To be filled for each applied course based on the syllabus provided
9	FORM 7	Tool Kit & Training Infrastructure Details	<ul style="list-style-type: none"> • Note: Separate sheet for each applied course. • <i>Tool kit to be suggested by agencies and finalized by SULM. If SULM provides the tool kits the payment towards tool kits will be deducted from payment to STPs</i> • Infrastructure details for existing as well as proposed facilities to be provided
10	FORM 8	Cluster Preference Form	<ul style="list-style-type: none"> • Please rate the preference of clusters for award of work. • Rating of '1' to '14' to be assigned to clusters on the basis of highest (1) and lowest (14). For clusters in which STP does not intend to work a '0' rating can be given

TABLE B: EVALUATION PARAMETERS AND SCORE

Trade wise Evaluation Sheet for Empanelment under EST&P component of all NULM towns of Bihar		
S. No.	Evaluation Parameters	Compiled/Not Complied
1	Eligibility Criteria	
1.1	The agency should have been registered in India for a minimum period of 3 years.	
1.2	The average annual turnover for the previous 3 years should be minimum Rs 100 lakhs	
1.3	Minimum of Rs. 60 lakhs out of the total turnover for the previous 3 years should be from training related activity	
1.4	The agency should have Service Tax registration number	
1.5	The agency should have trained a minimum of 2000 candidates in the trade applied for and employed a minimum of 500 trained candidates in the form of salaried employment	
1.6	In case of JV/ consortium Lead agency should have minimum share of 51% and should fulfil all the eligibility criteria.	
1.7	In case of JV/ consortium partners to the JV/ Consortium, other than lead agency, must be registered entities and MUST fulfil any one of the following criteria: <ul style="list-style-type: none"> ➤ The average annual turnover for the previous 3 years should be minimum Rs 25 lakhs and minimum average annual turnover of Rs 15 lakhs for the last 3 years from training related activity OR; ➤ The agency should have trained a minimum of 500 candidates in the trade applied for and employed a minimum of 25% (125) candidates in salary/wage employment. Other types of employment shall not be considered for eligibility evaluation. 	

2	Evaluation Criteria	100%	100
2.1	Accreditation/ Empanelment	20%	20
a	Accreditation/ Empanelment of the Agency or JV/ Consortium partners from 2 State Level Organizations		5

b	Accreditation/ Empanelment of the Agency or JV/ Consortium partners from 3 State Level Organizations and 1 National Level Organizations		10
c	Accreditation/ Empanelment of the Agency or JV/ Consortium partners from 5 State Level Organizations and from 3 National Level Organizations		15
d	Accreditation/ Empanelment of the Agency or JV/ Consortium partners from more than 5 State Level Organizations and more than 3 National Level Organizations		20
2.2	Training & Placement Experience	40%	40
a	Agency or JV/ Consortium partners have Trained more than 2000 candidates with minimum 500 salaried employment.		10
b	Agency or JV/ Consortium partners have Trained more than 3000 candidates with minimum 750 salaried employment.		20
c	Agency or JV/ Consortium partners have trained more than 4000 candidates with minimum 1000 salaried employment		30
d	Agency or JV/ Consortium partners have trained more than 5000 candidates with minimum 1250 salaried employment		40
2.3	Resource Assessment	40%	40
2.3.1	Trainers (Number & Quality of Trainers based on qualification & experience)	20%	20
2.3.2	Training Infrastructure & Facility <i>(Higher weight to higher number of existing training centres and training facility in NULM towns in Bihar)</i>	20%	20

ANNEXURE 1

DETAILS OF COURSES

No.	Trade/ Sector	Course No.	Course ¹	Module Name	Eligibility	Course Duration (Hrs)	Training Cost to STP ² (inclusive of all taxes)
1	Multimedia	1.1	DTP	DTP & Print Publishing Assistant	10th Pass	500	13500
		1.2	Web Designing	Web Designing & Publication Assistant	10 th Pass	500	13500
		1.3	3 D Animation	Animation & Multimedia Assistant	10th Pass	500	13500
2	Medical & Nursing	2.1	Laboratory Technician	Basic Anatomy & Physiology	10th Pass	500	13500
				Laboratory Assistant			
		2.2	Bedside Attendant	Bedside Attendant	8th Pass	450	12500
		2.3	Nursing Aides	Nursing Aides	10th Pass	400	11000
		2.4	Multipurpose Worker	Healthcare Multipurpose worker	10th Pass	450	12500
3	Business Process Outsourcing (BPO)	3.1	Non Voice BPO	Non Voice Business Process Outsourcing	10th Pass	500	13500
		3.2	Voice BPO	Voice Business Process Outsourcing	10th Pass	500	13500
4	Driving	4.1	Driving	Driver cum Mechanic	8 th Pass	500	13500
5	Security Guard	5.1	Security Guard	Personal Security Guard	8th Pass	500	13500
				Industrial Security Guard			
				Event/Conference Security guard			
				Security Guard (General)			

¹ Most of the courses and syllabi are based on the Skill Development Initiative Scheme, DGE&T, Ministry of Labour and Employment, Government of India. Detailed syllabus of the courses is provided IN Annexure 1.1. Curriculum may be revised as changes to the course by DGET.

² Excluding Assessment and Certification costs which would be paid directly to assessing bodies. In case tool kits and/ or printed Study Material are provided by SULM, tool kit and/ or Printed study material cost may be deducted from total payment

6	Beautician	6.1	Basic Beautician Course	Integrated course in Hair, Skin & Make Up	8th Pass	500	13500
7	Construction	7.1	Plumber	Plumber	8th Pass	500	13500
		7.2	Welding	Arc & Gas Welder	8th Pass	500	13500
		7.3	Mason	Mason	5 th Pass	500	13500
		7.4	Assistant Shuttering Carpenter & Scaffolder	Assistant Shuttering Carpenter & Scaffolder	5 th Pass	400	11000
8	Retail Marketing	8.1	Retail Sales and Operations	Sales Person	10 th Pass	500	13500
				Senior Sales Person			
				Retail Operations			
9	Telecom	9.1	Telecom Operations	DTH Installation Technician	10 th Pass	500	13500
				Sales & Distribution			
10	Garment & Fashion Designing	10.1	Garment Making	Garment Construction Techniques	8 th Pass	400	11000
11	Food Processing	11.1	Fruits & Vegetables Processing	Fruits & Vegetables Processing	10 th Pass	500	13500
		11.2	Cereals and Pulses Processing	Technology of Cereals and Pulses based Products	10 th Pass	500	13500
12	Hospitality	12.1	Hospitality Assistant	Hospitality Assistant	5 th Pass	500	13500
13	Electrical	13.1	Electrician Industrial	Electrician Industrial	8 th Pass	500	13500

PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Director
 Bihar Urban Development Agency
 Urban Development & Housing Department, Govt. of Bihar
 Vikas Bhawan, Patna – 800 015
 Phone: (0612) 2215358, 2215580 Fax: (0612) 2217059
 Email: urbansec-bih@nic.in

Dear Sir/Madam:

We, the undersigned, offer to provide the services for [Insert title of assignment] for all towns covered under NULM in Bihar in accordance with your Expression of Interest dated [Insert Date] and our Proposal. We are hereby submitting our Proposal for the following trades and courses:

S. No	Trade	Course

We are submitting our Proposal in individual capacity /as a Joint Venture with _____.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification

Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: ____

Name of Firm: _

Address: _____

AGENCY PROFILE

1. Name of the Agency		2. Name of Associated Firms (s) if any	
3. Address of Head Office		4. Contact Person	
5. Year of Establishment and Proof of Registration ³			
5.1 Year of Registration:			
5.2 Registration Number:			
5.3 Service Tax Registration Number:			
5.4 Other Registrations, if any:			
6. Financial Turnover* in last three years (Rs. in Lakhs)			
*Audited Statements to be enclosed			
Year	Total Turnover	Training Related Turnover ⁴	
2013-14			
2012-13			
2011-12			
Average Annual Turnover for above three Financial Years:			
*It is the responsibility of the Agency or Lead Agency of JV/ consortium to prove that Rs 60 lakhs of the total turnover is from training related activity.			

³ Attach PAN Card, ITR, Audited Statements, Certificate of Registration, Service Tax Registration, Proof of Accreditations of Lead/ Sole agency

⁴ Attach certificate/ declaration of Chartered Accountant if this value is not indicated clearly in the financial statements

7. Accreditations (NCVT/ NSDC/ Others)			
*Proof of empanelment/ accreditation to be enclosed			
7.1 National Level Organizations			
i)			
ii)			
7.2 State Level Organizations			
i)			
ii)			
iii)			
8. States in which the agency has provide its services			
State	Nature of Service	Duration and Year	
9. Details of Offices/ Training Centres running in Bihar			
S. No	Address of Office/ Training Centre	Phone Number	Contact Person
10. Any Other Relevant Details			

NOTE:

- ✓ In case of Joint Venture/ Consortium FORM 2 to be filled by each partner agency also along with relevant documentary proof.

DETAILS OF RELEVANT SERVICES CARRIED OUT IN THE LAST FIVE YEARS THAT BEST ILLUSTRATES QUALIFICATIONS

The Following information should be provided in the format below for each reference assignment for which you are legally contracted by the client stated below.

1. Name of Assignment ⁵ :	2. Value of Assignment:
3. Location within Country :	4. Client Name and Address:
5. Brief Description of Activity:	
6. Details of services offered under the assignment	
7. Contact Details (Telephone, Mobile & E-mail) of clients:	

⁵ Attach Details of work assigned and Completion Certificate with details of training and employment achieved

DETAILS OF EXPERIENCE OF TRAINING AGENCY
(PLEASE SUBMIT SEPARATE SHEET FOR EACH TRADE)

NAME OF AGENCY - _____

TRADE - _____

No	NAME OF CLIENT AND PROJECT	LOCATION	YEAR	TOTAL TRAINING (NUMBERS)	DURATION OF TRAINING (IN HOURS)	TOTAL SALARIED/ WAGE EMPLOYMENT

(PLEASE SUBMIT SEPARATE SHEET FOR EACH TRADE RELEVANT TO COURSE APPLIED FOR)

NOTE: In case of Joint Venture/ Consortium FORM 4 to be filled for each partner agency along with submission of supporting documents.

DETAILS OF TRAINING OF TRAINING AGENCY
(PLEASE SUBMIT SEPARATE SHEET FOR EACH TRADE)

NAME OF AGENCY - _____

TRADE - _____

No	NAME OF CANDIDATE	COURSE	DURATION OF COURSE IN HOURS	EXAMINATION HELD (YES/ NO)	CERTIFICATE GIVEN ON SUCCESSFUL COMPLETION (YES/NO)
				<i>TOTAL CANDIDATES TAKING EXAM</i>	<i>TOTAL SUCCESSFUL CANDIDATES GIVEN CERTIFICATES</i>

NOTE: SEPARATE FORM TO BE FILLED FOR EACH PARTNER AGENCY IN CASE OF JV/ CONSORTIUM.

IN CASE OF VOLUMINOUS DATA THIS CAN BE PROVIDED IN CDs ALONG WITH THE TECHNICAL PROPOSAL AND THE SAME CAN BE MENTIONED IN THE PROPOSAL.

DETAILS OF EMPLOYMENT OF TRAINING AGENCY

(PLEASE SUBMIT SEPARATE SHEET FOR EACH TRADE)

NAME OF AGENCY - _____

TRADE - _____

No	NAME OF CANDIDATE	NAME OF EMPLOYER (FOR SALARIED/ WAGE EMPLOYMENT ONLY)	MONTHLY INCOME (AMOUNT IN RUPEES)	TRACKING PERIOD ⁶ (IN MONTHS)
	<i>TOTAL EMPLOYED</i>	<i>TOTAL SALARIED EMPLOYMENT</i>		

NOTE: SEPARATE FORM TO BE FILLED FOR EACH AGENCY IN CASE OF JV/ CONSORTIUM

⁶ Tracking period indicates total duration for which candidate was tracked and found to be employed.

IN CASE OF VOLUMINOUS DATA THIS CAN BE PROVIDED IN CDs ALONG WITH THE TECHNICAL PROPOSAL AND THE SAME CAN BE MENTIONED IN THE PROPOSAL.

TRAINER DETAILS AND EXPERIENCE⁷

1. PROPOSED TRADE:	(MENTION TRADE FOR WHICH CV/ FORM 5 OF TRAINER IS APPLICABLE⁸)					
2. NAME OF EMPLOYER						
3. NAME OF TRAINER						
4. DATE OF BIRTH		Nationality				
5. EDUCATION						
6. MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS:						
7. OTHER TRAINING:						
8. COUNTRIES OF WORK EXPERIENCE:						
9. LANGUAGES:	Languages	Speaking	Reading	Writing		
10. EMPLOYMENT RECORD:						
From:	To:					
Employer:						
Position Held						
Location						
12. TRAINING EXPERIENCE						
S. NO	NAME OF ASSIGNMENT	NAME OF CLIENT	LOCATION & YEAR	TRAINING AREA/ TRADE	DURATION OF TRAINING (HOURS)	DETAILS OF OTHER SUPPORT

⁷ Submit Separate FORM 5 of each Trainer for different trades.

⁸ Mention Soft Skills as Trade for Soft Skill Trainers Trainer.

COURSE SCHEDULE AND SESSION PLAN
 (SEPARATE FORM 7 TO BE FILLED FOR EACH COURSE APPLIED FOR)

TRADE: _____

COURSE: _____

A. SKILL TRAINING COURSE DETAILS

S. No	Topic	Sub Topic	Duration (Hours)	Training Methodology (Theory, Group Activity, Lab Activity, OJT ⁹ , Other)
Total Duration (in hours)				

B. SOFT TRAINING DETAILS

S. No	Soft Training	Duration (Hours)	Training Details
1	Soft Skills – Basic Communication skills (in English and local language), Basic computer operations (for courses other than computer training), Professional Etiquettes, etc.		
2	Financial Literacy – Orientation and awareness on savings, credit, subsidy, remittance, insurance and pensions.		
3	Other government schemes –other government schemes (including other components of NULM) and entitlements for poverty alleviation		
Total Duration (in hours)			

⁹ OJT – On the Job Training shall be considered as part of Practical/ Field training

C. OTHER MATERIAL

SUGGESTED READING MATERIAL, LIST OF BOOKS, REFERENCE MATERIAL ETC.

S. No	DETAILS OF MATERIAL	PUBLISHER

TOOL KIT AND TRAINING INFRASTRUCTURE DETAILS
(PLEASE SUBMIT FORM 7-A SEPARATELY FOR EACH COURSE)

A. TOOL KIT DETAILS

COURSE – _____

S. No	Item	Manufacturer Name	Description	Certification (if any)

NOTE: AGENCIES HAVE TO PROVIDE THE DETAILS OF TOOL KIT CONTENT. THE FINAL TOOL KIT FOR EACH COURSE SHALL BE DECIDED BY SULM.
IN CASE SULM PROVIDES THE TOOL KITS THEN THE COST OF TOOL KITS SHALL BE DEDUCTED FROM TOTAL PAYMENT TO BE MADE TO STP

(PLEASE SUBMIT FORM 7-B SEPARATELY FOR EACH COURSE)

B. TRAINING INFRASTRUCTURE & FACILITY (EXISTING/ TO BE ACQUIRED)

COURSE – _____

S. No	Facility ¹⁰	Details (Town 1)	Details (Town 2)	Details (Town 3)	Details (Town 4)	Details (Town n)
1	Status of Training Centre (Please mention occupancy status as a or b) a. In Possession (existing) b. To be acquired after selection					
2	Address of Training Facility (mention NA if not finalized)					
3	Classrooms (Number of classrooms and Size of each classroom)					
4	Training Equipment & Other material					
5	Furniture					
6	Drinking Water and Toilet (Drinking water and separate toilets for male and female candidates must be provided in every training centre)					
7	Power Back Up details (must be provided)					
8	Other facilities					

¹⁰ Please provide exact details of the facility if the centre exists with other facilities. If the centre has to be acquired provide the details of facilities to be provided in the proposed centre. The proposed facilities shall be binding upon the agency if it is empaneled as STP and assigned training. The agency will have to set up the centre with the proposed facilities within a period of **15 days from the award of work after empanelment** failing which its empanelment may be cancelled

NOTE:

- Study Material should be books from reputed publisher and shall be finalized after empanelment of STPs.
- ISI certified equipment should be provided as part of Tool Kit wherever applicable
- The training facility (classrooms/ Labs) should have proper lighting facility and adequate number of fans with power back up.
- The instruction area/ class room should have whiteboard/ blackboard. Projectors or other visual training aide is desirable but not mandatory
- **The training facility MUST have proper drinking water facility, washrooms for male and female trainees**
- The training facility should have proper space for office with computer, internet connection and printer, dedicated landline/ mobile number, display and storage facility
- The training facility has to maintain records such as copy of documents submitted to the ULB, work order, training manual, attendance register and copies of training and employment reports. These documents can be verified by designated officials of the UDHD, ULB, District Magistrate or the Monitoring Agency
- The office should have the training, certification and employment records in the prescribed format in soft copies for tracking purposes

Cluster Preference Form

Details of Clusters for EST&P component of NULM in Bihar				Cluster Preference Ranking (Rank from 1 to 14 as per preference for the cluster)				
Cluster No.	Town 1	Town 2	Town 3	Course 1	Course 2	Course 3	Course 4	Course 5
Cluster 1	Patna	Arwal	Hajipur					
Cluster 2	Gaya	Jehanabad	Bhabhua					
Cluster 3	Bhagalpur	Banka	Khagaria					
Cluster 4	Muzaffarpur	Sheohar	Sitamarhi					
Cluster 5	Biharsharif	Nawada	Sheikhpura					
Cluster 6	Darbhanga	Madhubani	Samastipur					
Cluster 7	Purnia	Kishanganj	Supaul					
Cluster 8	Arrah	Buxar	Dehri					
Cluster 9	Begusarai	Lakhisarai	Jamui					
Cluster 10	Sasaram	Aurangabad	Danapur					
Cluster 11	Munger	Jamalpur	Araria					
Cluster 12	Chhapra	Siwan	Gopalganj					
Cluster 13	Motihari	Bettiah	Bagaha					
Cluster 14	Saharsa	Madhepura	Katihar					

Note:

- **Course to be inserted in the table as per Form 1**
- **Rank the clusters from 1 to 14**
 - 1 – Highest preferred cluster and 14 – Least preferred cluster
 - 0 – Cluster not desired (STP will not be considered for allotment of this cluster)

ANNEXURE 1.1

SYLLABUS FOR THE COURSES UNDER EST&P COMPONENT UNDER NULM IN BIHAR

- The syllabus for the selected courses is provided below. The syllabus is based on Skill Development Initiative Scheme, DGE&T, Government of India (dget.nic.in). The syllabus provides the details of areas to be covered under the course. The course duration and content have been altered to suit the requirements of the programme.
- Some of the modules within the same course may have similar topics and may be repetitive. Such duplications should be avoided by the STP.
- For all training programmes the reference book, curriculum and tool kit content as well as mode of procurement shall be decided after the empanelment of STPs before the start of training. The content shall be based on the prevalent reference material and books and also the tool kits proposed by the agencies. In case the tool kits are provided by SULM the cost of tool kits shall be deducted from the amount payable to the STP.
- For providing details of trainers, reference material, session details etc. please refer to the website dget.nic.in

SYLLABUS

Name of Trade	Multimedia	
Name of Course	Web Designing	
Modules Covered	Web Designing & Publication Assistant	
Eligibility Criteria	10th Pass	
Course Duration (In Hours)	500 Hours	
	Practical Competencies	Underpinning Knowledge (Theory)
	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off <p>Windows OS</p> <ul style="list-style-type: none"> • Identifying different Desktop Icons. My Computer, My Documents • Changing Desktop Backgrounds, Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal <p>MS PowerPoint</p> <ul style="list-style-type: none"> • Creating Slide Show by using Animation Technique. • Slide Master. • Clip Art. Picture Editing 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spread sheet
	<p>Internet Concepts</p> <ul style="list-style-type: none"> • Opening websites and browsing. Writing, reading and sending emails. Connecting to Internet. • Browsing popular sites and using search engines. <p>Introduction to HTML</p> <ul style="list-style-type: none"> • Using HTML editor, creating simple HTML documents, containing heading, body text and comments 	<p>Introduction to Web</p> <ul style="list-style-type: none"> • Overview of Internet and WWW. Web pages, home page, Web browsers, search Engines, web sites and servers. <p>Introduction to HTML</p>

- Creating web pages with all the features and effects.
- Converting MS Office documents to HTML.
- Creation of web pages containing tables of different formats.
- Practice on modification of tables. Creating lists using Bullets and Numbers.
- Using HTML for creating web pages with links to other Pages different points of a page and link to tables and list.
- Creating webpages containing images,
- Animation graphics using GIF animator or some other software.
- Inserting Images, Video & Sound effects. Marquees of scrolling text.
- Setting and releasing different types of Frames.
- Using HTML to design different types of forms, incorporating different type of boxes, buttons, menus and fields.
- Processing the form.
- Designing web pages with taught elements along with style elements for different characteristics.
- Practice cascading style sheets.
- Creating animation in the web pages using layers.

- HTML features and uses, structure of an HTML document, creating HTML document, adding body text and comments.
- Using all the features, colours and other effects of HTML. Converting MS Office documents to HTML.
- Tables & Lists –Creating Tables and Lists in HTML documents.
- Links: Creating links to local range, other pages, specific part of page, electronic mail.
- Images: Including icon and picture in HTML document. Creation of animated GIF. Sizing the pictures.

Multimedia Objects

- Adding external images, video, and sound file including device independent (DVI) files. Add marquees of scrolling text.

Frames

- Setting and releasing frames. Using one frame to index another. Creating floating frames, borderless frames and frames with borders.

Forms

- Creating basic forms. Adding text box, check box, radio buttons, pull-down menus, single-line text field and password field. Processing the forms.

Style sheets

- Creating style sheets to other HTML element, altering different characteristics and features.
- Cascading HTML style sheets.

DHTML

- Creating layers using style sheet syntax. Create animation.
- Theory related to practical

Computer Graphics

- Know the difference between Vector Graphics and Raster Graphics. Know the difference between Screen Graphics and Pixel Graphics. Understand the following formats:-.pdf, .eps, .svg, .svgz, .psd,, mp, .gif, .jpg, .pcx, .pct,.png, .raw, .sct, .tga, .tiff, .vst.

Design Principles & Colour Harmony

- Introduction to colours –
- Primary and secondary in both RGB & CMYK schemes/modes.
- Importance of each primary and secondary colour.
- Proper Application of colours.
- Analyse colours applied in different print media.

Computer Graphics

- Understanding how images are formed, image file formats and their properties

Design Principles & Colour Harmony

- Understanding Design principles and colour theory
- Knowledge of Internet, Web design techniques and study of designs as per content
- GIGW, OWSP, GCIG Concepts
- Understanding the use of various fonts and type issues with Web design
- Understanding design issues in Web medium and visualizing intuiting web designs

- Visualize look and feel of a print or a web to apply colours

Web Design Basics

- Open web pages using URL and domain name.
- Save web pages. Store web pages as favourites.
- Use search engines to find sites offering free Email services.
- Create Email account.
- Send Email.
- Copy received Email.
- Copy/Print received mail.
- Send Email with attachment.
- Open/Download attachments.
- Set-up for Chat. Practice chatting.
- Practice chatting with Video.
- Join News group.

Typography

Study different fonts and typo issues with Web design
Use of Multi-lingual Software.

Digital Imaging

Working with Images in Photoshop.

- Working with Palettes, i.e., layers palette, navigator palette, info palette, colour palette, Swatches palette, Styles palette, History palette, Actions Palette, Tool pre-set palette, Channels Palette and Path Palette. Working with Layers. Photo editing.
- Image adjustment options –Labels, Auto labels, Auto contrasts, Curves, Colour balance, Brightness / Contrast, Posturize, Variations.
- Preparing the file and work area. Creating different shapes.
- Creating three Dimensional effects using Layers. Working with the magic wand tool and lasso tool. Creating images using Symbol Sprayer Tool. Edit the images using options of Warp Tool. Using Dodge tool, Burn tool, Sponge Tool and Clone Stamp Tool.
- Editing Selections. Creating images and giving special effects using Filters. Using Layer Styles. Produce an image by mixing two or more different images using Layer Masking & Vector Masking.

Web Publishing using Dreamweaver

- Design Professional Web Layouts, Author and Publish websites on the internet
- Design Professional Web Layouts, Author and Publish websites on the internet using Dreamweaver

Photo Shop

- Introduction to various versions, concepts and applications of Photoshop
- Understanding the Print Industry, Printing technology and uses
- Understanding Design principles and colour theory
- Understanding the use of various fonts and typo issues with Web design
- Understanding Designing standards, Print layout Design and creative visualization for intuitive layouts
- Understanding and using the computer and Operating System

Java scripting

- Creating scripts for Web for Dynamic websites
- Validation on Forms

VB Script

- Creating scripts for Web for Dynamic websites
- Validation on Forms

PHP & MySQL

- Using PHP & MySQL to create dynamic web pages enabled with forms and database usage
- ODBC Concepts for Connection with Database with PHP.
- Difference between Server Side & Client Side Script.
- Hosting & Deploying Website.

Web Design Basics

- Getting connected using FTP. Down loading software.
- Upgrading Browser versions.
- Using Telnet to get connected to remote computer.

Web Design in Flash with scripting

- About Flash and General Overview –Stage and Work area of Flash, using guides, grid & rulers.
- Using frames and key frames, working with time line. Using layers, Using Guide layers. Drawing in Flash tooling colours in Flash, to use a gradient fill.
- Importing Artwork, Video and Audio. Different file formats in Video & Audio. Flash Compatible Audio & Video file formats Create interactive animations for learning medium
- Programming simple interactive applications using Action Scripting
- Creating Banners, Logo Animation, simple 2D
- animation content used in Web and E-learning medium

Web Layout Design Standards

- Study design issues in Web medium and visualizing intuiting web designs

Cyber Security

Practical Related to Theory

- Creating scripts for Web for Dynamic websites using Java Script
- Creating scripts for Web for Dynamic websites using VB Script
- Using ASP to create dynamic web pages enabled with forms and database usage
- Knowledge of Internet, Web design techniques and study of designs as per content
- Create interactive animations and applications for web using Flash

Cyber Security

A. Overview of Information Security

- Understanding Information Security
- Need of the Information security
- Basics of IS (CIA)
- History and evolution of IS
- Dimensions of Information Security
- Intranet/Internet
- Information Security and Cyber Security relationship
- Why Care About Security?
- Challenges to Information Security
- Benefits of Information of Security
- Understanding techniques to enforce IS in an organization
- Identifying tools to enforce Information Security
- Identifying frameworks to enforce Information Security

B. Overview of Security threats

- Overview of Information Security Threats
- Types of threats –DDoS, Malicious codes, Espionage, etc
- Identification of Threats
- Probing of threats
- Scanning of threats
- Modus Operandi
- Sources of Threats
- External threats
- Internal threats
- Best Practices or Guidelines used to Identify Threats
- Conduct regular education and awareness trainings for employees and third parties

Practical Related to Theory

- Best Practices or Guidelines used in mitigation of threats
- Deploying up to date technology
- Maintaining Systems and Procedures
- Educating Users
- Conducting regular education and awareness trainings for employees and third parties
- Collaborate with peers and experts through different forums to understand contemporary issues and solutions

C. Information Security Vulnerabilities

- Why do Information Security Vulnerabilities exists
- Types of Technical Vulnerabilities
- Types of Native Vulnerabilities
- Understanding Security Vulnerabilities
- Flaws in Software or Protocol Designs
- Weaknesses in How Protocols and Software Are Implemented
- Weaknesses in System and Network Configurations
- Weaknesses in Web or Cloud applications
- Weaknesses in Online e-transactions
- Browser Security and Role of cookies and pop-ups
- Security holes in Browser, Web Applications, OS, and Smartphones
- Identifying role of Social sites and media in cyber security and vulnerability
- Understanding Vulnerability Assessment Tools and Techniques
- Techniques to Exploit Vulnerabilities
- Techniques to Fix the Vulnerabilities
- Identify security vulnerabilities on a regular basis using requisite tools and processes.
- How to fix the security gaps and holes
- Identifying liabilities of service providers, software vendors, Software authors, system owners, and third parties
- Best Practices and Guidelines to mitigate security Vulnerabilities

D. Risk Management

- What is Risk?
- Relationship between Threat, Vulnerability, and Risk
- What Is the Value of an Asset?
- What Is a Threat Source/Agent?
- Examples of Some Vulnerabilities that Are Not Always Obvious

Practical Related to Theory

- What Is a Control?
- What Is Risk Likelihood and consequences?
- What Is Impact?
- Control Effectiveness
- Risk Management
- Purpose of Risk Management
- Risk Assessment (Phases)
- Why Is Risk Assessment Difficult?
- Types of Risk Assessment
- Different Approaches to Risk Analysis
- Best Practices and Guidelines in Assessing and Calculating Risks
- Develop and implement policies and procedures to mitigate risks arising from ICT supply chain and outsourcing.
- Best Practices and Guidelines in Mitigating Risks
- E. Software Development Security**
- How Did We Get Here?
 - Device vs. Software Security
 - Why Are We Not Improving at a Higher Rate?
 - Usual Trend of Dealing with Development Level Security
 - Where to Implement Software Development Security
- Issues in application security (SQL injection, cross scripting, etc.)
- Security in SDLC
 - Development Methodologies
 - Maturity Models
 - Security Issues
 - OWASP Top Ten (2011)
- Modularity of Objects and Security
 - Object-Oriented Programming Characteristic
 - Module Characteristics
 - Linking Through COM
 - Mobile Code with Active Content
 - World Wide Web OLE
 - ActiveX Security
 - Java and Applets
 - API
- Security of Embedded Systems
- Common Gateway Interface
 - How CGI Scripts Work
 - Cookies
 - PCI Requirements
- Virtualization
 - Type 1 and Software Security
 - Type 2 and Software Security

Practical Related to Theory

F. Legal Framework

- Need for Legal Framework and its enforcement
- Types of Law
 - Foundational Concepts of Law
 - Common Laws –Criminal
 - Common Laws –Civil
 - Common Laws –Administrative
 - Intellectual Property Laws
 - More Intellectual Property Laws
 - Software Licensing
- Historic Examples of Computer Crimes
 - Who Perpetrates These Crimes?
- IT (Amendment) Act 2008
 - Cyber crimes
 - Authorities
 - Enforcement and Penalties
 - Security measures and Privacy protection
 - Digital Signature legal ecosystem
 - Intermediary Guidelines
- National Cyber Security Policy Identification Protection & Prosecution
 - Computer Crime and Its Barriers
 - Countries Working Together
 - Security Principles for International Use
 - Determine if a Crime Has Indeed Been Committed
 - When Should Law Enforcement Get Involved?
 - Citizen versus Law Enforcement Investigation
 - Investigation of Any Crime
- Role of Evidence in a Trial
 - General Rules for Evidence
 - Evidence Requirements
 - Evidence Collection Topics
 - Chain of Custody
 - How Is Evidence Processed?
 - Evidence Types
 - Hearsay Rule Exception
- Privacy of Sensitive Data
 - Privacy Issues
 - Section 43A, 72 of IT (Amendment) Act, Justice A.P. Shah Report
 - European Union Principles on Privacy
 - US Laws on Privacy
 - Routing Data Through Different Countries
 - Employee Privacy Issues

<p>Practical Related to Theory</p>	<ul style="list-style-type: none"> • Sets of Ethics <ul style="list-style-type: none"> ○ Ethics –Mile2 ○ Ethics –Computer Ethics Institute ○ Ethics –Internet Architecture Board • GAISP-Generally Accepted Information Security Principles
<p>Practical Related to Theory</p>	<p>G. Privacy Protection</p> <ul style="list-style-type: none"> • Understanding Privacy as a Domain • Relationship between security and privacy • Revitalizing security program to enable Privacy Protection • Assess privacy implications of security technologies • Privacy impact assessment • Develop and implement privacy protection measures within the organization <p>H. Audit and Testing</p> <ul style="list-style-type: none"> • What is Information Security Audit? • Importance of Information Security Audit • Identifying the Information Security Audit Objectives • Audit Planning and preparations • Performing Security Audits and Reviews • Vulnerability assessment and Penetration testing • Code reviews • Audit Controls • Logical security audit • Ethics and codes of conduct for Auditors • Security Policies and Procedure Audits and Compliance Audits • Conduct and Close internal audits • Information Security audit tools • Reporting to senior management on defined parameters
<p>Project Work/Industrial Visit</p>	

Name of Trade	Multimedia	
Name of Course	3D Animation	
Modules Covered	Animation & Multimedia Assistant	
Eligibility Criteria	10 th Pass	
Couse Duration (In Hours)	500 Hours	
<p>Practical Competencies</p>	<p>Underpinning Knowledge (Theory)</p>	

<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off <p>Windows OS</p> <ul style="list-style-type: none"> • Identifying different Desktop Icons. My Computer, My Documents • Changing Desktop Backgrounds, Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal <p>MS PowerPoint</p> <ul style="list-style-type: none"> • Creating Slide Show by using Animation Technique. • Slide Master. • Clip Art. Picture Editing 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spread sheet
<p>Drawing</p> <ul style="list-style-type: none"> • Drawing basics -forms and shapes to be able to draw basic forms and shapes • Perspective drawing, sketching for animation, realistic human and animal anatomy. • Digital forms of anatomy and good knowledge of digital drawing with perspective. 	<p>Drawing</p> <ul style="list-style-type: none"> • Drawing practice with various basic shapes and live objects. • Anatomy drawing , live study, digital drawing using pen tablet and drawing software • Drawing stick figures and study mannequin digitally, practice of strong line of action, gesture drawing, and human figure with basic shape.
<p>Basics of Animation</p> <ul style="list-style-type: none"> • Drawing basic <ul style="list-style-type: none"> ○ Introduction of classical animation ○ 12 Principles of Animation • Key poses • Extreme • Breakdown • In betweens <ul style="list-style-type: none"> ○ Walk cycle ○ Run cycle 	<p>Basics of Animation</p> <ul style="list-style-type: none"> • Drawing basic forms and shapes which are fundamentals for further drawing session • Definition of Animation • History of Animation. • First Animation in the world • First Animation movie • Two basic method of classical Animation. • Pose to Pose animation. • Straight ahead animation.

<ul style="list-style-type: none"> ○ Body mechanism ○ Acting ● Final output and clean-up <p>2D Digital Animation</p> <ul style="list-style-type: none"> ● Create animation by using shape and motion tween 	<ul style="list-style-type: none"> ● Basic understanding of key poses, extreme, Breakdown and in between. ● Key poses of walk cycles. ● Key poses of Run cycles. ● Basic rules of body mechanism and Acting ● Clean-up. ● Rough drawing and composite with Background ● Making final output. <p>2D Digital Animation</p> <p>After placing the keys putting the motion tween between symbols and shape between drawing when required</p>
<p>3D ANIMATION</p> <ul style="list-style-type: none"> ● Concept Art ● BG Design ● Prop Design ● Character Design 	<p>Print Design Basics</p> <ul style="list-style-type: none"> ● Fundamental Principal of Design. ● Colour Theory. ● Layout Composition. ● Creative use of Colours. ● Drawing anatomically correct human figures. ● Learning proper body proportion.
<p>Adobe Premier</p> <ul style="list-style-type: none"> ● Understanding the working of video editing software. ● Capturing and importing of video, Graphics. ● Editing of video and inserting effects. <p>Sound forge</p> <ul style="list-style-type: none"> ● Understanding and working Sound editing Software. ● Recording of Audio, importing of Audio files. ● Editing of Audio and inserting effects. 	<p>Adobe Premier</p> <ul style="list-style-type: none"> ● Different formats of Video files ● Video Editing tools ● Time line ● Insertion of graphics, animation clippings, Photos and video clippings ● Video Transition effects ● Voice over <p>Sound forge</p> <ul style="list-style-type: none"> ● Different Audio file formats –AVI, WAV, WMA, MP3, MP4 ● Audio editing tools ● Audio/ Sound effects
<p>Project Work/Industrial Visit</p>	

Name of Trade	Medical & Nursing
Name of Course	Laboratory Technician
Modules Covered	<ul style="list-style-type: none"> ● Basic Anatomy & Physiology ● Laboratory Assistant
Eligibility Criteria	10th Pass
Couse Duration (In Hours)	500 Hours
<p>MODULE 1: Basic Anatomy & Physiology</p>	
Practical Competencies	Underpinning Knowledge (Theory)

<p>1. Demonstration of Human Skeleton :</p> <ul style="list-style-type: none"> • Anatomical Position • Axis • Plane • Identification of various bones & joints • Demonstration of movement possible at various joints <p>2. Characteristic features, side determination & applied anatomy of :</p> <p>(i) Upper Limb bones:</p> <ul style="list-style-type: none"> • Scapula • Clavicle • Humerus • Radius • Ulna <p>(ii) Lower Limb bones:</p> <ul style="list-style-type: none"> • Hip • Femur • Tibia • Fibula <p>3. Methods of B.P Measurement</p> <p>4. Surface markings of important structure of the Body.</p> <p>5. Slide Preparation</p> <p>6. Microscope operations</p> <p>7. Sample collection</p>	<p>1. General Anatomy:</p> <ul style="list-style-type: none"> • Various Anatomical terms • Anatomical terms • Axis • Plane <p>2. Bone:</p> <ul style="list-style-type: none"> • Composition & Function • Classifications • Various terms & markings on the bones <p>3. Muscle:</p> <ul style="list-style-type: none"> • Structure of various types of muscle. • Classifications • Isometric & Isotonic Muscle contraction <p>4. Nerve:</p> <ul style="list-style-type: none"> • Structure of Peripheral nerve • Introduction of Brain & Spinal Cord <p>5. Joints:</p> <ul style="list-style-type: none"> • Definition • Classification • Structure of synovial Joints <p>6. Blood:</p> <ul style="list-style-type: none"> • Composition & Function • Blood Groups <p>8. Function of the following Systems:</p> <ul style="list-style-type: none"> • Digestive • Renal • Respiratory • Cardiovascular • Reproductive <p>9. Anatomy of Skin</p>
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MODULE 2: Laboratory Assistant

Practical Competencies	Underpinning Knowledge (Theory)
<p>Pathology</p> <p>Techniques and labelling of the sample Preparation of anticoagulants</p> <ul style="list-style-type: none"> • RBC, WBC, platelet count, CBC and complete Haemogram. • ESR stands & ESR estimation • PCV & calculation of RBC indices • Urine - Physical Examination & Chemical Examination 	<ul style="list-style-type: none"> • Blood Collection procedure • Precaution and smearing • Chemicals used in different types of tests. • Hb estimation by different methods • Stool, Biological fluids examination. • Knowledge on Vacotainer.
<p>MICROBIOLOGY</p>	<ul style="list-style-type: none"> • Lab instructions for Personal Safety precaution'

<ul style="list-style-type: none"> • Cleaning and care of glassware, syringes, apparatus, preparation of Pasteur Pipettes. • Handling and care of Microscope • Operation of Autoclave, Incubator, water bath, Seitz filter • Preparation of various Media • Preparation of stains and smears 	<ul style="list-style-type: none"> • Receipt and recording a specimen in the lab and dispatch of specimen • Methods of collection of microbiology specimen- and its importance and processing.
<p>BID-CHEMISTRY</p> <ul style="list-style-type: none"> • Collection of Capillary blood • Collection of Venous blood • Separation of Serum from clotted blood • Separation of plasma from blood • Preparation of protein free blood filtrate • Lab glass ware <ul style="list-style-type: none"> i. Identification ii. Handling iii. Care and Maintenance iv. Uses • Lab instruments <ul style="list-style-type: none"> i. Centrifuges ii. Balances iii. Photo Electric colorimeter iv. Spectrophotometer • Preparation of <ul style="list-style-type: none"> i. Percentage solutions ii. Normal solutions 	<ul style="list-style-type: none"> • Reception and registration procedure. • Understanding of blood related terms <ul style="list-style-type: none"> i. Capillary blood ii. Venous blood iii. Serum, Plasma, Protein iv. Clotted blood • Collection procedures of Blood • Knowledge on different types of lab instruments. • Qualitative identification tests of sugars • Qualitative identification tests of proteins • Quantitative determination of Blood sugar • Glucose Tolerance test • Quantitative determination of Blood urea • Quantitative determination of Serum creatinine • Quantitative determination of Urine Sugar

Name of Trade	Medical & Nursing
Name of Course	Bedside Attendant
Modules Covered	Bedside Attendant

Eligibility Criteria	8th Pass	
Couse Duration (In Hours)	450 Hours	
	PRACTICAL	THEORY
	<ol style="list-style-type: none"> 1. Sponge/bed bath -hair care – eye/ear care- care of hands & feet 2. Sterilization 3. First aid/dressing 4. Fire burns; Haemorrhages; allergies; banding & splinting; fermentation. 5. Monitoring vital signs – use of thermometer; blood pressure; pulse; blood sugar. 6. Techniques of shifting patients 7. Treatment of bedsores 8. Catheterization 9. Food tube feeding 10. Collection of urine; stool; sputum 11. Administration of oxygen & nebulizer 12. Administration of suction 	<ol style="list-style-type: none"> 1. Basic principles of nursing at home/bedside 2. Parts of Human body 3. Systems of body – skeletal system – Nervous system – Respiratory system – Digestive system – urinary system 4. HIV / AIDS 5. Personal care – hygiene and sanitation – grooming and cleanliness 6. Sterilization 7. Oral hygiene – process/ precautions 8. First aid procedure 9. Accidents; poisoning; Haemorrhages 10. Sociology – social problems; age related changes; community; health education 11. Communication skills. 12. Home environment 13. Needs of elderly people 14. Types of Medicine/injections 15. Documentation 16. Vital signs; 17. Types of fever 18. Physiotherapy & its importance 19. Elimination needs

Name of Trade	Medical & Nursing	
Name of Course	Nursing Aides	
Modules Covered	Nursing Aides	
Eligibility Criteria	10th Pass	
Couse Duration (In Hours)	400 Hours	
	Practical	Theory
	<ul style="list-style-type: none"> • Review of Anatomy & Physiology i.e. Demonstration of human skeleton and human dummy / chart, Identification and familiarization of circulatory, respiratory, digestive, genitor urinary, nervous and endocrine systems . • Methods of hand-washing and waste segregation. Management of needle-stick injury and blood spill. • Demonstration of bed-making and types of beds • Practice of taking vital signs (TPR/BP) • Sponge / bed bath, care of hair, nail, mouth, ear, hands, feet, perineum and back care) • Demonstration of Dressing • Demonstration of administration of drugs • Demonstration of steam inhalation • Demonstration of patient feeding • Demonstration of using wheel-chair and stretcher and shifting / transferring patients • Demonstration of using bedpan • Demonstration of sample collection for laboratory (sputum, urine and stool) • Demonstration of sterilization 	<p>Personal Hygiene and Environmental Sanitation</p> <p>1. Personal Hygiene</p> <p>a. Introduction - Concept of Health and Its Relation to Successful Living</p> <p>b. Maintenance of Good Physical Health:</p> <ul style="list-style-type: none"> • Care of Skin, Hair, Teeth, Eyes, Hands & Feet and Menstrual Hygiene • Importance of Clothing, Rest, Sleep, Relaxation and Recreation, Exercise Posture and Elimination • Health Habits, Immunization, Correction of Defects and Food Nutrition <p>c. Mental Health:</p> <ul style="list-style-type: none"> • Foundation of Contributing Factors, Characteristics of a Mentally Healthy Person, Adjustments and Causes of Maladjustments. <p>2. Environmental Sanitation</p> <p>a. Introduction:</p> <ul style="list-style-type: none"> • Relation of Environment with Health <p>b. Maintaining a Clean Environment</p> <ul style="list-style-type: none"> • Air and Ventilation, Safe Water and Good Housing, Disposal of Waste <p>c. Promotion of Environmental Health</p> <ul style="list-style-type: none"> • Individual Responsibility and Community Responsibility
		<p>Elementary Nursing</p> <p>1. Introduction</p> <ul style="list-style-type: none"> • Patient as a Person • Family Structure in India • Socio-Economic Factors Influencing Sick Persons and Their Family • Impact of Various Types of Diseases or Human Behaviour Reaction of a Patient to Their Various Ailments, to Patient's Personality, Family Members & to Illness Itself. • Role of Religious Practices in Treatment of Ailing Patient. • Role of Hospital Aides in Caring the Sick Patients.

2. Caring for the Sick

a. Environment:

- In Home and Hospital (Air, Light, Noise, Smell and Ventilation)
- Cleanliness and Cleaning.

b. Beds:

- Types of Beds (Closed, Open, Fowlers & Cardiac Bed)
- Bed Making- with patient, without patient, changing linen, body posture mechanism, care of bed and linen.

c. Comfort:

- Importance of rest and sleep. Body support and posture in bed, use of comfort devices. Various positions and positioning, lifting and moving in and out of bed. Exercise- active and passive. Protection from injury-accidents and infection and sterilization. Elimination- giving and taking bedpan and urinals, its care.

d. Hygiene:

- Care of mouth- mouth wash. Care of hair- combing, washing,

e. Nutrition:

- Importance of diet in heart sickness. Types of diet, preparation of simple food. Serving diet and feeding patients.

f. Observation and Recording:

- Importance of taking T.P.R. activity, appetite, fluid intake and output, character of pain, condition of mouth, tongue, skin, changes in urine, stool, body discharges, mental state and collection of specimen.

g. Ethics and Legal Responsibilities

- Professional responsibilities

h. Simple Nursing Treatment:

- Hot Application: hot water bags, fomentation
- Cold Application: ice caps, cold compress and cold sponge
- Drug Administration: Principles of drug administration, administration of oral drugs, care of drugs, steam inhalation (under the supervision of professionals).
- Local Application: Instillation of drops, gargles, external applications
- Enemas: Types and Administration

i. Care of:

- Dying patients and dead, chronically ill patients, convalescing patients, patients with infectious diseases, old age patients, care of unconscious patients.

j. Health Teaching:

	<ul style="list-style-type: none"> • Concept and Principles, Role of nurse as a teacher, informal and incidents teaching, exposure to primary healthcare <p>k. Home Remedies:</p> <ul style="list-style-type: none"> • Simple Home Remedies <p>l. Care & Maintenance of equipment</p>
	<p>First Aid and Bandaging</p> <p>1. Principles of First Aid</p> <p>2. Emergencies:</p> <ul style="list-style-type: none"> • First Aid treatment in- fainting and shock, fracture, haemorrhage, wounds, asphyxia, burns, poisoning, fits, bites, heamo-wounds and infectious burns and scalds. Artificial respiration, Transport of patients. <p>3. Bandaging:</p> <ul style="list-style-type: none"> • General principles, types, application bandages to different parts of the body.
	<p>Mother and Childcare Nutrition</p> <p>1. Nutrition and Diet</p> <ul style="list-style-type: none"> • Nutrition and Its Relation to Health • Functions and Value of Nutrients in Foods • Balanced Diet, Proper Selection, Storage and Preparation of Food • Simple Cooking Methods (Demonstration) <p>2. Care of Mother</p> <ul style="list-style-type: none"> • During Antenatal Period: Understanding of Conception and Foetal Growth • Care During Antenatal Period: Breast, Skin, Clothing, Antenatal Check-up. • Diet in Pregnancy, Exercise, Preparation for Delivery, Minor Ailments and treatment. <p>3. Care of Children</p> <p>a. Care of New Born</p> <ul style="list-style-type: none"> • Care of the cord, eye, skin, bathing, handling, clothes, breast feeding, preparation of formula, bottle feeding and importance of cleanliness. <p>b. Maintenance of Health</p> <ul style="list-style-type: none"> • Growth and Development from birth to five years. Nutrition during 1st year, diet for 1-5 years and feeding. Importance of play. Prevention of infection, accidents, Immunization, Minor ailments in children and treatment <p>c. Taking Care of: invalid, infirm and handicapped</p> <p>d. Elementary Paediatric Nursing Care</p> <ul style="list-style-type: none"> • Physical assessments of children: Weighting, height, length, chest, circumference etc.

Name of Trade	Medical & Nursing	
Name of Course	Multipurpose Worker	
Modules Covered	Healthcare Multipurpose worker	
Eligibility Criteria	10th Pass	
Couse Duration (In Hours)	450 Hours	
Practical Competencies	Underpinning Knowledge (Theory)	
<ol style="list-style-type: none"> 1. Practice of safety & health hazard measures of drugs. 2. Practice of reading prescriptions. 3. Practice of reading the ingredients written on medicine. 4. Identifying the following: <ul style="list-style-type: none"> • Company wise draws/box of medicine. • Batch number & expiry date of medicine • OTC medicine and its use • Schedule H medicine from Prescription. • Restricted medicine from presentation & its storage. • First aid equipment, its storage. 5. Application methods of different antiseptic creams & lotions. 6. Methods of Bandaging 7. Methods of injection pricking: Intramuscular 8. Keeping medicines in different racks of shops as per systems/ alphabetic orders: <ul style="list-style-type: none"> • Antibiotics. • OTC medicines • General medicine. • Gynaecological medicine. 9. Arranging medicines as per expiry date 10. Stock taking and sold medicine to order new medicine from the vendor. 11. Booking order both manually & computerized from customer & vendor. 12. Distribution of booked order 13. Preparing manual/computerized purchase order from vendors. 14. Preparing list of Wholesale cost price, retail price & selling price. 15. Keeping inventories 16. Use of computer for store keeping with relevant software. 17. Operations and use of stethoscope. 18. Knowledge of Ayush. 	<ol style="list-style-type: none"> 1. Principles of safety & health hazard measures of drugs. 2. study of rules for: <ul style="list-style-type: none"> • Reading prescriptions. • Reading ingredients written on medicine. • Arranging company wise draws/box of medicine. • Identifying batch number & expiry date of medicine • First aid equipment & storage. 3. Definition of OTC, schedule H medicine, Restricted medicine & ethical medicine. 4. Rule of issuing medicine & necessary check points. 5. Definition of antiseptic & cosmetic creams/ Lotions. 6. Principles of sterilization of first aid equipment. 7. General principles of injection, sterilization & cleanliness of syringe & other tools used during injection. 8. Types of injection pricking & precautions taken care during injection pricking. 9. Bandaging & its various types, Dressing and Splinting (Handling of injured patient, Knowledge of first aid) 10. Procedures of the following: <ul style="list-style-type: none"> • Keeping medicine in systematic way • Maintaining stock ledger for availability of medicine. • Maintaining data as per the expiry date of medicine. • Maintaining sale register after everyday distribution of medicine. • Placing purchase order as per requirement. • Calculating purchase price & setting the sale price 11. Basic computer applications (MS office) 12. Blood pressure: <ul style="list-style-type: none"> • Definition • Normal value • Precautions while measuring and handling of sphygmomanometer. 13. Various parts & use of Stethoscope. 	
Name of Trade	Business Process Outsourcing (BPO)	

Name of Course	Non Voice BPO	
Modules Covered	Non Voice Business Process Outsourcing	
Eligibility Criteria	10th Pass	
Couse Duration (In Hours)	500 Hours	
	Practical Competencies	Underpinning Knowledge (Theory)
	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off <p>Windows OS</p> <ul style="list-style-type: none"> • Identifying different Desktop Icons. My Computer, My Documents • Changing Desktop Backgrounds, Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spreadsheet
	<p>CRM (CUSTOMER RELATIONSHIP MANAGEMENT)</p> <ul style="list-style-type: none"> • What is CRM, sales management functionality, important modules in CRM, • differences between CRM and SFA, double opt-in, How can CRM handle emails from customers, some examples of automated messages, What type of organizations can benefit from CRM, How can the CRM benefit my business, What is social CRM, • What is the 'cloud, difference between on premise and cloud based CRM solutions, difference between CRM and ERP 	<p>Concept of Business Process Outsourcing</p> <ul style="list-style-type: none"> • Back office management what is Outsourcing. Administrative, Financial & HR Administrative outsourcing: Text processing, claim processing, assets management, Transcription & translation, document management. • Financial outsourcing: billing services, accounting, transactions, general accounting, tax consultancy & compliance, risk management. • HR outsourcing: benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building etc. • Front office management

<p>Related Practical</p>	<p>Maintain a healthy, safe and secure working environment</p> <ul style="list-style-type: none"> • Safety signs & colour at work, Causes for accidents, Safe attitudes, Sign categories • Sign types, safe lifting and carrying techniques, Causes of injury, Types of injury and methods to prevent them, Points that make an object/load difficult to carry. • Preparation before lifting or shifting heavy loads, Correct body posture, Fire and fire extinguishers • Controlled and uncontrolled fire, Preventing fire, controlling and extinguishing fire, Fire extinguishers types, General procedure to be adopted in the event of a fire, Hazard • identification, Risk assessment and risk control, Common hazards at office, Workstation layout and ergonomic guideline, Signs and symptoms of injury, aches and pains, • Suggested workstation dimensions and adjustment ranges, Chair position, rearrange your workstation layout, General office safety, Types of office accidents, Hazards from Electrical equipment, Emergency action plan. <p>What is a Call Centre</p> <ul style="list-style-type: none"> • According to location of process-International & Domestic. • According to process: Inbound, outbound & blended. • According to characteristic :Voice Based & Web Based • According to functionality : Real Call Centre & Virtual Call centre • Key Technical Support • Provide technical support to customers within and outside organization: troubleshooting for Customers using products & services like PC"s, Printers, Internet, etc. <p>Soft Skills</p> <ul style="list-style-type: none"> • Listening Skills • Stress / Change Management Telemarketing Skills • Typing Skills
<p>Practice of English language</p> <ul style="list-style-type: none"> • Past, present & future continuous, perfect, simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize 	<p>Detailed knowledge and usage</p> <ul style="list-style-type: none"> • past, present & future continuous, perfect simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and

<p>and produce, compound and complex sentences, quantifiers.</p> <p>Letter writing and Email:</p> <ul style="list-style-type: none"> • Microsoft Word & Letter writing practice. Email ID creation. • Sending letters by email. 	<p>produce, compound and complex sentences, quantifiers.</p> <ul style="list-style-type: none"> • Common grammatical errors. • Business writing etiquette emails, letters. Understanding and responding to mails from customers and team members using appropriate Formats. • Common email and letter writing errors.
<p>Team Work:</p> <ul style="list-style-type: none"> • Do's and don'ts while working in a team. • Reading and Interpreting/Analyzing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control Time Management • Conflict Management Stress Tolerance. <p>Project Work / Industrial Visits</p>	<ul style="list-style-type: none"> • Principles of Team work • Dos and don'ts while working in a team. • Reading and Interpreting/ Analysing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control(Human Psychology, study of Perceptual Images) Time Management • Conflict Management • Stress Tolerance.

Name of Trade	Business Process Outsourcing (BPO)
Name of Course	Voice BPO
Modules Covered	Voice Business Process Outsourcing
Eligibility Criteria	10th Pass
Couse Duration (In Hours)	500 Hours
Practical Competencies	Theory
<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off <p>Windows OS</p> <ul style="list-style-type: none"> • Identifying different Desktop Icons. My Computer, My Documents • Changing Desktop Backgrounds, Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spreadsheet

<ul style="list-style-type: none"> • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal 	
<p>Practice of English Language 1:</p> <ul style="list-style-type: none"> • Past, Present & future continuous, perfect simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. <p>Basics of English 2</p> <ul style="list-style-type: none"> • Practise on Pronunciation and sentence construction • Practise on understanding and solving basic problems • Tips to ensure you look and feel great Breathing and Stretch Exercises • Demonstration on corporate etiquette in simulated environment • Visit to a corporate office for better understanding • Practise on various aspects of current affairs 	<ul style="list-style-type: none"> • Detailed knowledge and usage of past, present & future continuous, perfect simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. • Common grammatical errors. <p>Basics of English</p> <ul style="list-style-type: none"> • Introduction to basics of English • Sentence Construction <p>I. Pronunciation</p> <p>Basics Math and Problem Solving</p> <ul style="list-style-type: none"> • Basic Mental Arithmetic practice • Basics of Problem Solving for Quantitative and Verbal Tests <p>Personal Grooming</p> <ul style="list-style-type: none"> • Importance and Aspects of Personal Grooming • Basic Relaxation and Stress Techniques <p>Corporate Etiquette</p> <p>Current Affairs</p> <ul style="list-style-type: none"> • Politics, Society, Sports, Business • World, World Economy and Patterns

<p>Letter writing and Email:</p> <ul style="list-style-type: none"> • Microsoft Word & Letter writing practice. Email ID creation. • Sending letters by email. <p>Team Work:</p> <ul style="list-style-type: none"> • Dos and don'ts while working in a team. • Reading and Interpreting/analysing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. 	<ul style="list-style-type: none"> • Business writing etiquette emails, letters. Understanding and responding to mails from customers and team members using appropriate Formats. • Common email and letter writing errors. • Principles of Team work • Dos and don'ts while working in a team. • Reading and Interpreting/analysing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills.
<ul style="list-style-type: none"> • Learning to keep emotions under control Time Management • Conflict Management Stress Tolerance. 	<p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control(Human Psychology, study of Perceptual Images) Time Management • Conflict Management • Stress Tolerance. • Business Process Outsourcing –Basics –Benefits of BPO –Growth Drivers –BPO • Models and Types of Vendors –Offshore BPO – Evolution Destinations –Challenges of • Off shoring –BPO Companies in India • BPO Industry –Employment Opportunities – Employee Structure –Skill Set Required – • Compensation Levels –Contact Centre BPO – Types of Call Centres –Technology – • Components and working of a Call centre – Issues and Problems –Case Study –Intelnet Global. • Healthcare BPO • Transaction Processing BPO • Human Resource BPO • Understand concept of working across time Keeping health while working in shifts Managing time • Managing clients, customers & target
<p>Speak Well 1:</p> <ul style="list-style-type: none"> • Grammar and Neutral English. • Pronunciation. • Sentence Formation and speech Fluency. <p>ETYMOLOGY AND INFLECTION</p> <ul style="list-style-type: none"> • Introduction, Etymology, Inflection, Diphthongs, Polyphones, Arabic-Persian sound, Minimal Pair Exercise. <p>EMPHASIS CONTROL</p> <ul style="list-style-type: none"> • Introduction, Emphasis Control, Intonation, Modulation, Liaison, Listening Skills, Tone and Expression, English Slang 	<ul style="list-style-type: none"> • Detailed knowledge and usage of • Past, present & future continuous, perfect simple, perfect continuous tenses. • Affixes, active to passive, comparative & superlative adjectives and adverbs. • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech. • Recognize and produce compound and complex sentences, quantifiers, appropriate usage of • Pronunciation, right pronunciation of words commonly used in a contact centre.

<p>SPEAKING LIKE A NATIVE</p> <ul style="list-style-type: none"> • Introduction, Speaking like a native - assimilations/elisions, Voice Modulation, Stress, • Vocabulary. 	<ul style="list-style-type: none"> • Correction of MTIs and common errors, totochiev errors to achieve neutral spoken English. <p>ETYMOLOGY AND INFLECTION</p> <ul style="list-style-type: none"> • Introduction, Etymology, Inflection, Diphthongants, Polyphones, Arabic-Persian sound, Minimal Pair Exercise.
<p>Service Well:</p> <ul style="list-style-type: none"> • Understanding customer service processes and steps for services call. • Listening and understanding customer requirements. Responding to different customer requirements. Dealing with difficulties of customers. 	<ul style="list-style-type: none"> • Telephone Etiquette; Brief on American and British Culture / Accent: Political setup, culture inputs, Geographical Structure; Difference in work habits between US, UK and India; World Time Zones; Time management; Call Flow and Work Flow; American and Hispanic names; Interactive videos on US/UK English usage; Inbound / Outbound Operation –an explanation; Telephone Tips; Winning Attributes of a customer service representative; Structure of a call; Listening and paraphrasing; Effective probing; Rapport and Empathy • TES and Back Office function; Workflow Management; Workforce productivity system; • Scanning ; Call centre technology –PBX system features; IVR (Interactive Voice Response System); ACD (Automatic Communication Distributor System); Interaction • Mail (unified Messaging and Voice Mail); Interaction Fax; Web Services; Software • Phone; IPLC (International Private Leased Circuit Lines); VOIP; Diallers; Call Logger. • Importance of Customer Service • Understand Customer Service processes and steps for a service call • Listening and understanding customer requirements • Responding to different customer requirements. Dealing with difficult customers
<ul style="list-style-type: none"> • Voice & accent practice Market Survey. • Importance of collections Basic steps of a collection call Managing your emotions • Dealing with challenging customers • • Basic data analysis and problem solving skills Logical reasoning • Principles of team work • Do’s and don’ts while working in a team • Learning to keep emotions under control Time management • Conflict management • Accurate typing of information while listening. 	<p>Speak Well 2:</p> <ul style="list-style-type: none"> • Questioning Techniques • Selling and Cross Selling techniques based on target audience and situations and types of product. <p>Dealing with customers:</p> <ul style="list-style-type: none"> • Importance of collections • Basic steps of a collection call Managing your emotions • Dealing with challenging customers <p>Problem Solving Skill:</p>

	<ul style="list-style-type: none"> • Basic data analysis and problem solving skills Logical reasoning <p>Team Work 2:</p> <ul style="list-style-type: none"> • Principles of team work • Do's and don'ts while working in a team <p>Being Professional:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control Time management • Conflict management <p>Typing Skill:</p> <ul style="list-style-type: none"> • Accurate typing of information while listening.
<p>Demonstration on various Information source presently used</p> <ul style="list-style-type: none"> • Presentation on preparation of cards Demonstration on identifying skills-General & specific , process of performing job, workplace system etc. in simulated environment • Demonstration on process for skill analysis Demonstration on Communication, Body language etc. in simulated environment • Practice on Communication 	<p>Information Sources</p> <ul style="list-style-type: none"> • Introduction, Types of Information Sources, Print media, Documentary sources • Non-Documentary sources, Non-print media, • Electronic media, Conclusion. <p>Information Centre</p> <ul style="list-style-type: none"> • Introduction, Classification, Services, Conclusion. <p>Procedure for Information Search</p> <ul style="list-style-type: none"> • Introduction, Need of approach, Types of approach, Steps for Information search Preparation of biographic card, Preparation of index card, • Conclusion. <p>Learning</p> <ul style="list-style-type: none"> • Introduction, Concept of learning, basic model of Learning, Principles of learning, Conclusion. <p>Memory of Cognition</p> <ul style="list-style-type: none"> • Introduction, Basic concepts, Dual store model of memory, Sensory register characteristics, Attention: Factors affecting attention, Figure ground rule, Working memory (WM) • Characteristics of WM, • Control processes in WM, Long term memory (LTM): Characteristics of LTM, Control processes in LTM, Organization of Knowledge, and Conclusion. <p>Meta Cognition & Study Stratifies</p> <ul style="list-style-type: none"> • Introduction, Meta cognitive knowledge & skills, • Self-regulated learning, Effective learning & study strategies (Covert) : Selective attention, Maintain Rehearsal, • Meaningful learning reflection, Internal organization, Elaborative Visualization, • Effective overt learning strategies: Effective reading, Effective listening, Notes

	<p>Learning on Job</p> <ul style="list-style-type: none"> • Introduction, Definition, Identifying general and specific skills, Work place as a system, Types of system, Conclusion. <p>Learning Practical Skills</p> <ul style="list-style-type: none"> • Introduction, Process of performing the job, Domains of learning job, Conclusion. <p>Testing of Acquired Skills</p> <ul style="list-style-type: none"> • Introduction, Objectives, Process for skill analysis, Conclusion. <p>Basics of Communication</p> <ul style="list-style-type: none"> • Definition, Concept of communication, Communication cycle, Communication, Conclusion. <p>Techniques of Communications</p> <ul style="list-style-type: none"> • Introduction, Oral communication, Written communication, Body language, Conclusion
<p>Practice sessions with stress on</p> <ul style="list-style-type: none"> • Voice & accent : • Voice clarity & global accent • Voice modulation & intonation • Word stress, syllabi stress • Punctuation ,vowel & consonant sounds • Practice of sentences • Fast speech • Pronunciation • Group Discussion Sessions Individual interactions Interview preparation • Personal grooming with stress on skills such as appearance, behaviour, voice, etc. • Regular practice of newspaper reading & updating knowledge about day to day happenings. <p>Related Practical</p>	<p>Concept of Business Process Outsourcing</p> <p>Back office management</p> <ul style="list-style-type: none"> • What is Outsourcing. Administrative, Financial & HR <p>Administrative outsourcing</p> <ul style="list-style-type: none"> • Text processing, claim processing, assets management, Transcription & translation, document management. <p>Financial outsourcing</p> <ul style="list-style-type: none"> • Billing Services, accounting, transactions, general accounting, tax consultancy & compliance, risk management. <p>HR outsourcing</p> <ul style="list-style-type: none"> • Benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building, etc. <p>Front office management</p> <ul style="list-style-type: none"> • What is a Call Centre? • According to location - International & Domestic. • According to process: Inbound, outbound & blended. • According to characteristic : Voice Based & Web Based • According to functionality : Real Call Centre & Virtual Call centre • Key Technical Support • Provide technical support to customers within and outside organization: troubleshooting for

	<p>Customers using products & services like PC"s, Printers, internet, etc.</p> <ul style="list-style-type: none"> • Soft Skills • Listening Skills • Stress / Change Management Telemarketing Skills • Typing Skills <p>Maintain a healthy, safe and secure working environment</p> <ul style="list-style-type: none"> • Safety signs & colour at work, Causes for accidents, Safe attitudes • Sign categories, Sign types, Safe lifting and carrying techniques, Causes of injury, Types of injury and methods to prevent them, Points that make an object/load difficult to carry, Preparation before lifting or shifting heavy loads, Correct body posture • Fire and fire extinguishers • Controlled and uncontrolled fire, Preventing fire, controlling and extinguishing fire, Fire extinguishers types, General procedure to be adopted in the event of a fire, Hazard identification, Risk assessment and risk control, Common hazards at office • Workstation layout and ergonomic guideline, Signs and symptoms of injury, aches and pains, Suggested workstation dimensions and adjustment ranges, Chair position, rearrange your workstation layout, General office safety, Types of office accidents, Hazards from electrical equipment, Emergency action plan.
Project	

Name of Trade	Driving
Name of Course	Driving

Modules Covered	Driver cum Mechanic	
Eligibility Criteria	8th Pass	
Couse Duration (In Hours)	500 Hours	
	Practical Competencies	Underpinning Knowledge (Theory)
	<p>SAFETY:</p> <ul style="list-style-type: none"> • Safety attitude develop by using of Personal Protective equipment (PPE). • First-Aid methods • Use of fire extinguishers. • Safe disposal of used oil and Battery. • Quality concept developing by applying quality tools. • Soft skills practices. • Safety Precautions while handling Tools, equipment and machinery. • Familiarization with the name and location of different assemblies of motor vehicles. <p>NOTE: IT IS TRAINEES RESPONSIBILITY TO APPLY FOR LEARNER LICENSE TO THEIR RESPECTIVE LOCAL RTO.</p>	<ul style="list-style-type: none"> • General health & Safety precautions to be observed in the workshop / garage, Personal protective equipment, first aid, signs for Danger, Warning. • Environmental safety - safe disposal of waste oil and Battery • Concept of Quality. Over view on 5S technique. • Care and maintenance of tools & equipment. • Motor Vehicle Act, Important definitions and salient features of motor vehicle Act. • Important provision of motor vehicle Act section 122,123,125,126,128,131,134,136 & 139. • Legal awareness. • Vehicle registration and insurance of motor vehicle. • Environmental Education (pollution etc.). • Qualities required for a good driver. • Responsibilities of a driver. • Learner's license and its particulars, Driving • License particulars and its renewal. • Fire precautions. • Importance of wearing seat belts. • Vehicle specification. • Vehicle controls-Foot control, Hand control and other controls. • Necessities of different assemblies of all (types) motor vehicles.
	<ul style="list-style-type: none"> • PREREQUISITES OF A DRIVER: • Preliminary checking of the vehicle before driving. • Starting and stopping of the engine. • Reading different gauges on instrument panel. • Straight driving on an open ground and practice in observing different gauges and meter while driving. • Practice in changing gear from • Low gear to high gear and b) High gear to low gear • Straight driving on wide road and practice in changing gear from low gear to high gear and high gear to low gear. 	<ul style="list-style-type: none"> • Simple introduction to automobile engines and their working. • Gauges used in automobiles. • Pre-driving checks before sitting on driver's seat and after sitting on driver's seat. • Precautions to be followed while starting. • Driving road rules. • Knowledge about log book and different papers related to vehicles. • Precautions to be followed while moving and steering control and biting point. • Road traffic signals and hand signals of Traffic constables. • Hand signals of driver and signalling devices. • Crossing electrical signals. • Gear shift pattern on different vehicles. • Precautions to be followed while changing of gear. • Local road map reading.

	<ul style="list-style-type: none"> • Types of clutch and brakes, hand brake. Introduction to road markings. • Speed regulations on highway and city roads. • Stopping distance and Precautions to be followed while stopping and Braking.
<p>DRIVING PRACTICE:</p> <ul style="list-style-type: none"> • Driving through lanes and curves, straight and 'S' bends, sand, wet surface, steep slope and downhill, Highway. • Night driving practice. • Practice in parking vehicle. Parallel parking and diagonal parking. • Driving over narrow bridges, overtaking another vehicle. • Detection of minor faults while driving. • Familiarization with Automatic transmission, Gear shift pattern and Gear position. Driving practice on Automatic transmission vehicle. • Driving test <p>NOTE: IT IS TRAINEES RESPONSIBILITY TO UNDERGO DRIVING TEST FOR OBTAINING DRIVING LICENSE TO THEIR RESPECTIVE LOCAL RTO.</p>	<ul style="list-style-type: none"> • Precautions to be taken while driving through lanes and curves, reversing the vehicle, through sand and wet surface, over slope and downhill, highway. • Precautions to be taken while driving night. • Different kind of parking, • Precautions to be taken while driving over narrow bridges, overtaking another vehicle. • Introduction to Automatic transmission, Advantages, Difference between automatic transmission and manual transmission. Components of automatic transmission and its Location .Gear shift pattern and Gear position. • Driving test. Procedure for international driving license. Vehicle fitness certificate. Causes of Accidents. Safe driving practice. Fuel saving methods by good driving habits.
<p>HAND TOOLS AND EQUIPMENTS:</p> <ul style="list-style-type: none"> • Measuring practice on engine components by use of instruments. • Practice on Cutting works using cutting tools. • Practice on marking using marking tools. • Practice on Filing using different type of files. • Practice on using all kind of workshop equipment e.g. Lift, air compressor, car washer, pneumatic gun, torque wrench and special tools. 	<ul style="list-style-type: none"> • Conversion of English into metric Systems of measurement & vice-versa. • Steel rule, measuring tape, try square, callipers, dividers, surface gauges. • Hacksaw, File, Chisel, Hammer: Description, Specification, types and uses. • Description, care and use of Marking media, Surface plates, scribe and punches. • Vices & clamps, Spanners, Sockets & accessories, Screw-drivers, Pliers, Allen key, Wrenches, air impact wrench, air ratchet, air chisel, air blowgun, Torque wrenches, jet washers and cleaners, Pipe flaring & cutting tool, pullers.
<p>DRILLING AND GRINDING:</p> <ul style="list-style-type: none"> • Practice on drilling, selection tap drill size, tapping (through & blind hole), reaming, • dieing and grinding (sharpening of twist drill). • Safety precautions to be observed during drilling, tapping, reaming and grinding operation. 	<ul style="list-style-type: none"> • Description and study of Bench type Drilling machine, Portable electrical Drilling machine, drill holding devices, Drill bits. • Description, Types, Use & Calculation: • Hand Tap, Die, Hand Reamer • OFF-hand grinding with sander, bench and pedestal grinders.
<p>FASTENERS, SHEET METAL:</p> <ul style="list-style-type: none"> • Practice on sheet metal cutting, flattening, Bending and folding, soldering & brazing. • Removal of stud/bolt from blind hole. • Practice on using various types of fasteners. 	<ul style="list-style-type: none"> • Fasteners - Study of different types of screws, nuts, studs & bolts, locking devices, Such as lock nuts, cotter, split pins, keys, circlips, lock rings, locks washers and locating where they are used. Washers

	<p>& chemical compounds can be used to help secure these fasteners.</p> <ul style="list-style-type: none"> • Sheet metal - common hand tools- their names and uses. Description of simple soldering and brazing fluxes used on common joints. Sheet and wire-gauges. Blow lamp- its uses and pipe fittings. Explanation of various common metal Sheets used in Sheet Metal shop.
<p>ENGINE BASIC:</p> <ul style="list-style-type: none"> • Identification of different types of vehicle. • Identification of different types of engine components. • Familiarization of workshop manual. • Practice on how to read job-card. • Checking of compression and vacuum. • Car wash – before & after servicing using different types of nozzles. • Check / replenish / top up – lubricating oil, engine coolant, power steering hydraulic oil, wind screen wiper water, battery electrolyte and transmission oil • Replace – air cleaner, oil filter & fuel filter • Apply Grease to parts / through greasing points (if necessary) 	<ul style="list-style-type: none"> • Nomenclature of different parts of vehicle and their locations. Classification of vehicle. • E C & I C Engine – Types, engine terminologies, parts description & functions. • Types of fuels used in vehicle. • Working principle of 4 stroke SI & CI engines. • Differences between 2 strokes & 4 strokes engine, petrol & diesel engines. • Concept of MPFI, CRDI. • Compression gauge, Vacuum Gauge. • Fuel supply layouts in petrol & diesel engines, injection systems. • Brief introduction on injectors. • Lubrication and cooling system & types of lubricants. • Lay out of greasing points.
<p>POWER TRANSMISSION BASIC:</p> <ul style="list-style-type: none"> • Remove & refit vehicle body parts (bonnet, front bumper & door) • Check / replenish / top up brake fluid, transmission oil. • Adjust Hand brake and replace hand brake cable • Adjust clutch and brake pedal plays • Replace propeller shaft, wheel hub bearings & brake pads 	<ul style="list-style-type: none"> • Torqueing & detorqueing technique / procedures • Layout of power flow from Engine to wheels. • Purpose of clutch, gear box & differential • General defects in clutch, manual gearbox • Types of Brake & steering systems – working principle of drum and disc brakes • General defects in brake systems.
<p>BATTERY AND IGNITION SYSTEM:</p> <ul style="list-style-type: none"> • Remove and refit head lamp assembly. • Head light alignment using head light testing equipment. • Check power plug and inspect H.T. cables • Clean, Check and Adjust spark plug • Cleaning and topping up of a lead acid battery, testing battery with hydrometer, battery tester, connecting battery to a charger for battery charging. 	<ul style="list-style-type: none"> • Ignition system circuit & components • Brief introduction on ignition • Description of chemical effect, Batteries and cells, lead acid batteries & stay maintenance free (SMF) batteries.
<p>TYRE REPAIRER/INSPECTION:</p> <ul style="list-style-type: none"> • Removal & re-fitting of wheel from light & heavy vehicle. • Measurement of tread wear. 	<ul style="list-style-type: none"> • Types of wheels, designation, construction. • Types of tyres & tubes (solid & pneumatic tyre – Cross ply & Radial ply, desirable properties component & function, designation, tyre ratings for temperature & traction. • Maintenance of tyre & tubes.

<ul style="list-style-type: none"> • Dismantling tyre & tube, checking puncture, assembling, inflate it to correct pressure. • Vulcanizing of tubes & tyres. • Repair tubeless tyre puncture. • Air inflation with nitrogen gas inflator according to the manufacturer's recommendation. • Practice on Tyre rotation as per vehicle manufacturers recommendation <p>COMPUTER BASIC:</p> <ul style="list-style-type: none"> • Familiarization & Identification of computer parts, practice on computer for MS Word, MS Power Point, MS Excel 	<ul style="list-style-type: none"> • Reasons for defects of tyre. • Tread patterns & their applications. • Inspection procedure. • Vulcanizing process. • Tyre pressure monitoring system. • Procedure for retreading the Tyre. • Procedure for tyre rotation for Different make of vehicle. • Safety precautions during dismantling & assembling tyre & rim. • Basic of computer, MS Office
<p>WHEEL BALANCING:</p> <ul style="list-style-type: none"> • Remove tyre from vehicle. • Check tyre & rim and also check for run out. • Fit the tyre assembly to the vehicle. 	<ul style="list-style-type: none"> • Meaning of balance, causes & effects of imbalance, vibration. Identification of source, transfer path & responder of vibration(can be felt & can be heard) • Steering wheel shake – shimmy, wobble & waddle • Brief on static balance, dynamic balance, Mounting errors (radial & lateral) & excessive (Tyre & rim) run out-lateral & radial and mismatches. • Brief description of wheel balancer (block diagram balancer), fixed data & data to be fed to the machine, balancing tolerance values.
<p>WHEEL ALIGNMENT:</p> <ul style="list-style-type: none"> • Check tyres, ride height, wheel bearings, ball joints, control arms bushings and sway bars, shock absorbers & struts & power steering. • Identify components, brief working principle & operation of computerized wheel aligner • Procedure to make the aligner ready to check wheel alignment. • Procedure for taking readings, interpreting alignment readings and rectify steering geometry with wheel aligner – take a print out. • Procedures for test drive to confirm the repairs. 	<ul style="list-style-type: none"> • Layout of steering & suspension systems, function of each part. • Brief on suspension and its effects on steering • Steering geometry: Description and purposes of Ackerman steering, toe, castor, camber, king pin inclination/SAI(steering Axis Inclination), turning angle, included angle, set back, thrust angle & frame angle. • Pre alignment inspection/checks • Two wheel & four wheel alignment • Reasons for Alignment problems – steering pull, off-centre steering, steering shimmy, excessive steering effort, poor self centering and memory steer, bump steer, torque steer & steering harshness-alignment diagnostics chart & steering problem diagnostic chart.

Name of Trade	Security Guard
Name of Course	Security Guard

Modules Covered	<ul style="list-style-type: none"> • Personal Security Guard • Industrial Security Guard • Event/Conference Security Guard • Security Guard (General) 	
Eligibility Criteria	8th Pass	
Couse Duration (In Hours)	500 Hours	
MODULE 1: Personal Security Guard		
Indoor Training	Outdoor Training	
<ol style="list-style-type: none"> 1. Duties and Responsibilities of a Personal Security Guard. 2. Basic Imperatives of Proximate Security. 3. Attitudinal Shaping-up of a Personal Security Guard. 4. Acquaintance with different Security Gadgets/Mechanisms. 5. Sensitization about Threat Potential from different quarters in different situations. 6. Orientation about Pre-emptive/ Preventive Personal Security Measures. 7. Manners and Courtesies required to be observed by a Personal Security Guard. 8. Role of a Personal Security Guard in Crisis/Emergency situations. 9. Co-ordinative role of a Personal Security Guard. 10. Understanding the Personal Attributes of the Protectee and Harmonization of the same with Security Imperatives. 11. Cautionary and Advisory Role of a Personal Security Guard. 12. Professional Ethics and Commitments of a Personal Security Guard. 13. Brief case studies of Important Incidents having Security Implications:- <ul style="list-style-type: none"> ➤ Beant Singh Murder Case. ➤ Rajiv Gandhi Assassination Case. ➤ Sant Longowal Murder Case. ➤ Partap Singh Kairon Murder Case. ➤ Lala Jagat Narain Murder Case. 	<ol style="list-style-type: none"> 1. Physical Fitness Exercises 2. Endurance Practice 3. Proper Wearing of Dress 4. Saluting/Greeting 5. Proper Body Movements and Basics of Marching 6. Un-armed Combat 7. Fundamentals of Security Skills/ Practices: (Practical Field Demonstrations) <ul style="list-style-type: none"> ➤ Access Control/Frisking ➤ Anti-sabotage Checking ➤ Cordoning and Sealing ➤ Surveillance ➤ Body Search, Premises Search and Area Search. ➤ Handling and Operation of basic fire fighting Equipment. ➤ Close quarter combat Techniques. ➤ Cordoning and Providing Security Cover to a Threatened Person in Crowded Places. ➤ Handling and Operation of Wireless ➤ Communication Equipment. 	
MODULE 2: Industrial Security Guard		
Indoor Training	Outdoor Training	
1. Perimeter Security.	1. Physical Fitness Exercises	

<ol style="list-style-type: none"> 2. Access Regulation. 3. Record keeping and Document Scrutiny. 4. Handling Industrial Unrest. 5. Pre-emptive Security from Hazardous Industrial Operations and Substances. 6. Preventive and Combative Standard Operating Procedures related to Industrial Security. 7. Periodic Operational Security Audit. 8. Duty Shift Management and Prioritization of Security Imperatives in accordance with Time Considerations. 9. Special Anti-sabotage and Cargo checking <p>Operations related to Industrial Security</p> <ol style="list-style-type: none"> 1. Contingency-management with special reference to Industrial Security. 2. Handling, Operation and Maintenance of Gadgetry and Surveillance Systems used for Industrial Security. 3. Monitoring and Surveillance to safeguard Vital Installations/ Industries from Subversion and Sabotage. 4. Liaison and Coordinative role of Industrial Security/ Guards. 	<ol style="list-style-type: none"> 2. Endurance Practice 3. Proper Wearing of Dress 4. Saluting/Greeting 5. Proper Body Movements and Basics of Marching 6. Un-armed Combat 7. Fundamentals of Security Skills/ Practices <p>(Practical Field Demonstrations)</p> <ol style="list-style-type: none"> 1. Access Control/Frisking 2. Anti-sabotage Checking 3. Cordoning and Sealing 4. Surveillance 5. Body Search, Premises Search and Area Search. 6. Handling and Operation of basic fire fighting Equipment. 7. Close quarter combat Techniques. 8. Cordoning and Providing Security Cover to a Threatened Person in Crowded Places. 9. Handling and Operation of Wireless Communication Equipment.
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MODULE 3: Event/ Conference Security Guard

Indoor Training	Outdoor Training
<ol style="list-style-type: none"> 1. Role of Security Personnel/ Agencies at the Time of Planning and Site-selection of Mega-events/ Conferences. 2. Infrastructural/Logistical Back-up for Security and Regulatory arrangements for Mega Events/Conferences. 3. Security Sectors/Zones and Buffer Areas for Contingency Management. 4. Parking and Traffic Regulatory Arrangements for Mega-events/ Conferences. 5. Access Control Arrangements. 6. Strategic Deployment of Security Staff for Surveillance, Preventive, Combative, Striking, Chasing and Evacuation duties in accordance with Integrated Security Perspective for the given Event/Conference. 	<ol style="list-style-type: none"> 1. Physical Fitness Exercises 2. Endurance Practice 3. Proper Wearing of Dress 4. Saluting/Greeting 5. Proper Body Movements and Basics of Marching 6. Un-armed Combat 7. Fundamentals of Security Skills/ Practices: <p>(Practical Field Demonstrations)</p> <ol style="list-style-type: none"> i) Access Control/Frisking ii) Anti-sabotage Checking iii) Cordoning and Sealing iv) Surveillance v) Body Search, Premises Search and Area Search. vi) Handling and Operation of basic fire fighting Equipment.

<p>7. Contingency Management in different Emergency Situations</p> <p>8. Thread-bare discussions about all aspects of security arrangements at different events.</p> <p>9. Through acquaintance with different aspects of Event/Conference Security.</p> <p>10. Role of different security support mechanisms in the context of Event/Conference Security.</p> <p>11. Discussions on Standard Operating Procedures to be followed in different situations.</p> <p>12. Coordinative Role of Security Personnel with the different Agencies/ Organizations involved in Event/Conference Management to prevent Over-lapping and emergence of Grey Areas of Security.</p> <p>13. Judicious Assessment of Threat-perception and Realistic Planning of Counter-measures from Security Point of View.</p>	<p>vii) Close quarter combat Techniques.</p> <p>viii) Cordoning and Providing Security Cover to a Threatened Person in Crowded Places. ix) Handling and Operation of Wireless Communication Equipment.</p>
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MODULE 4: Security Guard (General)

Indoor Training	Indoor Training
<p>1. Legal and Procedural Provisions related to Security.</p> <p>2. Vital Security Operations and their Practical Methodology.</p> <p>3. Role of Security Personnel in Contingency Management.</p> <p>4. Use of Computer (basic operations of computer – accessing internet, booting, shut down, sending- receiving mail, working on notepad, taking print etc.) / Electronic Appliances in Security Arrangements.</p> <p>5. Public Dealing and Self-Development.</p> <p>6. General Knowledge and Awareness about Current Events.</p>	<p>1. Physical Fitness Exercises</p> <p>2. Endurance Practice</p> <p>3. Proper Wearing of Dress</p> <p>4. Saluting/Greeting</p> <p>5. Proper Body Movements and Basics of Marching</p> <p>6. Un-armed Combat</p> <p>7. Fundamentals of Security Skills/ Practices: (Practical Field Demonstrations)</p> <p>i) Access Control/Frisking</p> <p>ii) Anti-sabotage Checking</p> <p>iii) Cordoning and Sealing</p> <p>iv) Evacuation</p> <p>v) Surveillance</p> <p>vi) Chasing, Overpowering and Immobilization of a Mobster/Suspect</p> <p>vii) Identification of I.E.Ds and Explosive/Narcotic Material.</p> <p>viii) Body Search, Premises Search and Area Search.</p> <p>ix) Defensive Driving.</p> <p>x) Working of Anti-sabotage Checking Gadgetry.</p>

	<ul style="list-style-type: none"> xi) Role of Sniffer Dogs in Security Operations. xii) First-aid. xiii) Type and Techniques of Patrolling. xiv) Handling a Mob-attack. xv) Handling and Operation of Wireless Communication Equipment. xvi) Handling and Operating Basic Fire-fighting Equipment. xvii) Close quarter combat Techniques. xviii) Cordoning and Providing Security Cover to a Threatened Person in Crowded Places. <p>8. Musketry Handling and Firing of personal weapon</p>
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Name of Trade	Beautician
Name of Course	Basic Beautician Course
Modules Covered	Integrated course in Hair, Skin & Make Up
Eligibility Criteria	8th Pass
Couse Duration (In Hours)	500 Hours

Skill	Learning outcome
Personal Grooming & hygiene:	<ul style="list-style-type: none"> • Basics of good grooming & personal hygiene • Care of yourself • Care of your Hair& Nails • Wardrobe planning • Jewellery
Sterilization and sanitization	<ul style="list-style-type: none"> • Sterilization methods • Chemical Infection Control Method • Sanitizers
Professional Ethics:	<ul style="list-style-type: none"> • A professional attitude towards clients and colleagues • Communication skill • Physical Presentation on the job • Desirable qualities for effective client relations • Importance of good ethics
Client Consultation:	<ul style="list-style-type: none"> • Good communication • Putting clients at ease • Establishing understanding • Consultation tools – Hair swatches, Camera. Styling books, make up looks book • Clients lifestyle and history • Understanding styling and grooming requirements • Home care • Medical Problems
Skin Structure :	<ul style="list-style-type: none"> • Skin Anatomy • Function of skin • Types and condition of skin – normal, dry, oily, and combination / dehydrated, sensitive & mature • Common skin Problems- Ageing, Acne, Pigmentation and sebaceous gland • Skin Analysis – Visual and with use of equipment
Facial Massage:	<ul style="list-style-type: none"> • Theory of massage • Massage techniques • Pressure points • Safety and precaution during massage manipulation • Benefits of massage
Hair Structure:	<ul style="list-style-type: none"> • Hair Anatomy & hair growth cycle • Different Hair types –Porosity, texture, elasticity, density and scalp condition • Common scalp& hair problems • Cuticle damage, moisture balance, protein loss, chemical or elasticity damage, Falling Hair, Dandruff, Premature Grey Hair. • Hair and scalp Analysis – visual and with use of equipment.
Shampooing / Deep Conditioning	<ul style="list-style-type: none"> • Client draping and giving a basic shampoo • Types of Shampoo & Conditioner

	<ul style="list-style-type: none"> • Deep conditioning methods • Safety Precautions • Rinsing
Head Massage	<ul style="list-style-type: none"> • Definition of massage • Massage manipulation • Benefits of massage • Procedure of scalp massage • Care of different hair types – Dry, oily, split, damaged, under nourished, chemically treated
Temporary Removal of superfluous hair	<ul style="list-style-type: none"> • Difference between Epilation & Depilation Method • Methods of temporary hair removal • Epilation – waxing, threading • Safety and precaution • Trolley set up • Procedures for superfluous hair removal • Benefits and contraindication
Eye Brow Shaping	<ul style="list-style-type: none"> • Removing hair with thread • Removing hair with tweezers • Cleaning of eyebrows • Shaping of Eye brows • Safety precaution
Bleaching	<ul style="list-style-type: none"> • Theory of bleach • Types of bleaches – Powder and cream. • Preparation of client and trolley for bleaching • Methods of bleaching facial and body hair • Practice of bleaching Sensitivity check • Benefits and contraindication
Hands & Feet Services Basic Manicure and Pedicure	<ul style="list-style-type: none"> • Nail Anatomy • Common Nail problem • Identification of nail disorders or diseases. • Tools and equipment for manicure and pedicure. • Preparation of client for manicure and • Pedicure • Procedure of manicure/pedicure • Nail Polish Techniques • Hand and foot massage • Safety precaution
Thermal Hair Styling	<ul style="list-style-type: none"> • Equipment and supplies used in thermal styling • Use of cosmetics for thermal styling • Blow Drying of different Angles • Procedures of Thermal Styling using different tools and equipment • Dryers, Pressing Comb, Electric Roller, Curling Tong, Crimping Machine • Precautions

Hair Cut	<ul style="list-style-type: none"> • Hair textures • Client consultation-Hair texture, Density, quality • Hair shaping instruments • How to hold the scissors and razor • Sectioning for hair cuts • Angles • Preparation of client • Short, medium and long haircuts – 4 universal styles for females • Hair Cutting and Styling as per Facial Shape • Procedures of Forward Graduation , Reverse Layered, Multi Layered, Uniform Layering, Layered Bob cuts • Male Hair Cuts – 3 types using scissor comb and clippers.
Hair Styling - 6 Types	<ul style="list-style-type: none"> • Back combing on the head • Styling -Single Roll, French Roll, Multiple Roll • Fixing of loose hair piece on client’s head • Braiding • Evening Hair styles, party hair style, bridal hair style.
Henna – Head	<ul style="list-style-type: none"> • Contraindications • Preparation & application technique
Types of Facials – Basic – Manual	<ul style="list-style-type: none"> • Client consultation • Product Knowledge according to different skin type • Trolley setting and facial bed setup for facial • Analysis of Skin • Massage manipulations on face, neck and back • Complete Procedure – Cleansing, Toning, Exfoliation, extraction, massage and pack/mask application
Electrology <ul style="list-style-type: none"> • Beauty Studio • High Frequency • Ultra Sonic • Galvanic 	<ul style="list-style-type: none"> • Theory & practical of equipment: Ultrasonic Steamer, Brushing, Ozone, High Frequency, Galvanic and Vacuum Suction. • Benefits & usage • Safety Precaution, indications • Contraindications • Maintenance & care of Machines
Chemical Jobs	<ul style="list-style-type: none"> • Introduction of Colouring • Basic Principles of colour –Primary, Secondary and Complementary colour • Types of Colour • Products used in Colouring • PH testing knowledge of acidic / alkaline • Mixing Ratio • Client Consultation • Client draping • Hair analysis • Procedure of Global Colour • Procedure of Grey Coverage

	<ul style="list-style-type: none"> • Strand test • Product knowledge • Safety Precaution and contraindications
Makeup - Techniques	<ul style="list-style-type: none"> • Purpose of make up • Tools for make up • Workstation layout • Colour theory • Application techniques • Selection of color as per skin • Different types of make-up products • Procedure of Day, Evening and Bridal make up • Basic Facial Shapes– Oval, Square, Round, Pear, Diamond, Oblong and Heart • Corrective make up using Optical illusion • Applying False eyelashes • Safety tips
Saree & Dupatta Draping	<ul style="list-style-type: none"> • Popular styles: • Elegant style • Indian Party style • Bengali style • Gujarati style • Punjabi style dupatta • Saree style dupatta
Nail Art	<ul style="list-style-type: none"> • Sequins art • Paint art • Crystal art • Artificial Plastic Nail • application and removal
Terminology Knowledge	<ul style="list-style-type: none"> • Product Chemistry & ingredients
Salon Management	<ul style="list-style-type: none"> • Administration & Management of Salon • Operating a Successful Salon • Opening own salon • Building a Clientele • Personal Service work
Exposure	<ul style="list-style-type: none"> • Industry visits

Name of Trade	Construction
Name of Course	Plumber
Modules Covered	Plumber
Eligibility Criteria	8th Pass
Couse Duration (In Hours)	500 Hours

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> ● Identification of tools and equipment used in plumbing work ● Use of protective clothing, boots, goggles and equipment as applicable to a task ● Good housekeeping practices, proper handling of materials and waste disposal. ● Safety precautions and safety belts while working at site ● Store/lay materials at work in safe manner ● Use and store of tools and equipment in a safe manner ● Measurement length & diameter in MKS & FPS system ● Taps & Valves ● Given a selection of taps and valves and following demonstration by instructor the trainee will dismantle taps & Valves, inspect packing glands and washers, replace packing gland and washers, adjust locking nuts ensuring no leaks when tested. 	<ul style="list-style-type: none"> ● Role of Plumber. ● Description of trade ● Different types of tools and equipment used in plumbing work. ● Safety precautions <ul style="list-style-type: none"> ○ While using different hand tools ○ While using raw materials ○ On the machines & equipment ● Study of various types of plumbing materials used in plumbing work Knowledge of measurements and its conversion to other system ● Working principles and methods of testing. Use of basic tools and bench vice. Safe handling of tools and fittings. Types of gland packing.
<p>Cutting/Threading/Bending G.I. Pipes From a given sketch, calculate and measure length of G.I. pipe required. Mark out and cut to size. Thread and Bend G.I. Pipes to within given tolerances: - Marking out & Cutting to $\pm 1\text{mm}$ Bending/off Setting to the following Quality & Tolerances:- Free from throating, rippling and abnormal marks. Pipe diameter to be maintained, no distortion. Angle of bends and off sets, accurate to $\pm 1^\circ$.</p>	<p>Use of Hand tools, Measuring & Mark out tools, Cutting Tools, Bending Machine, Stock & Dies, Pipe Vice, Lubrication, Interpreting basic sketches & drawings.</p>
<p>Jointing/Assembling G.I. Pipes Using completed items of above activity and from given drawing, assemble G.I. Pipe with fittings supplied:- Final assembly to be within a dimensional tolerance of $\pm 2\text{mm}$. Excess traces of jointing material to be removed. Not more than three threads to be variable after tightening of fittings. All fittings to be assembled square. Surface of pipe & fittings must not be damaged.</p>	<ul style="list-style-type: none"> ● Knowledge of various types of pipes with colour code and selection of pipe as per work specific uses ● Pipe fittings, methods of joint. Types of pipe and fittings. Chain Wrench.
<p>P.V.C. Pipe Bending</p> <ul style="list-style-type: none"> ● From a given sketch, calculate and measure length of pipe required, mark out and cut to size. Bend P.V.C. pipe to 5 times diameter of pipe:- ● Pipe diameter to be maintained no distortion. ● Free from abnormal marks. 	<ul style="list-style-type: none"> ● Knowledge of operations with G I Pipes selection of Die method of cutting, Threading. ● Use of hand tools, marking out for bending, heating. ● Avoidance of burning. Bending on former.

<p>P.V.C. Jointing From a given sketch and with necessary tools join p.v.c. pipe with socket joints so that joint length is not less 1.5 time pipe diameter. Assemble exercise and secure with solvent cement to tolerance of $\pm 2\text{mm}$ & square to $\pm 1^\circ$.</p>	<ul style="list-style-type: none"> • Use of hand tools, bevelling reamer, applying heat with blow lamp. Preparation of Socket, Cleanliness. • Application of solvent cement assembly methods. • How pressure of liquid increase or decrease depends on selection of
<p>S.W. Pipe Laying / Jointing Working with another trainee in his group, from a given sketch and with necessary tools, lay and join S.W. Pipes to correct fall and alignment. Remove surplus materials and test to meet local custom & practice.</p>	<ul style="list-style-type: none"> • Levelling and joining methods. • Drain gradients use of sight rails. • Testing methods, smoke / ball/air/water tests.
<p>Cast Iron Cutting & Joining. Working with another trainee in his group and from a given sketch cut and Join Cast Iron pipe, Set up and secure to correct alignment. Seal using lead on one joint and cement or putty on others.</p>	<ul style="list-style-type: none"> • Safety in handling lead. • Methods of jointing cast iron pipes. Reasons for joining methods, when and where to use. • Use of chain wheel, melting pots, ladle, splash stick, caulking chisel. • Introduction to gasket.
<p>Fixing Sanitary Fixtures Fix low level water closet and connect to solid stack, seal connections and test to meet By – laws in local authority.</p>	<ul style="list-style-type: none"> • Handling and lifting sanitary fixtures. • Care in fitting & levelling. By – laws in local authority.
<p>Installing Water Pump, Connecting Supply Pipe Position, level, fix and secure pump to pump base. Connect supply pipes, foot valves etc. to ensure air tight connections. Test to meet by-laws in local authority.</p>	<ul style="list-style-type: none"> • Working principles of water pump and foot valve. • Methods of connection. •
<p>Industry and construction site visit</p>	
<p>Name of Trade</p>	<p>Construction</p>
<p>Name of Course</p>	<p>Welding</p>
<p>Modules Covered</p>	<p>Arc & Gas Welder</p>
<p>Eligibility Criteria</p>	<p>8th Pass</p>
<p>Couse Duration (In Hours)</p>	<p>500 Hours</p>
<p>Practical Competencies</p>	<p>Underpinning Knowledge (Theory)</p>

<ul style="list-style-type: none"> • Use of protective safety devices on shop floor. • Safe working practice to be observed during welding. • Introduction to safety equipment and their uses. • Identification of tools and accessories used for Gas welding, Gas cutting and Arc welding. • Setting up of Oxy Acetylene Gas welding plant and making fusion runs on MS sheet in flat position. • Produce following welded joints in mild steel sheet in Flat positions by Gas welding <ol style="list-style-type: none"> a. Fillet Lap b. Fillet T joints c. Outside corner joint d. Square butt joint • Produce following welded joints in mild steel sheet in Horizontal positions by Gas welding <ol style="list-style-type: none"> a. Fillet Lap b. Fillet T joints c. Outside corner joint d. Square butt joint • Produce following welded joints in mild steel sheet in Vertical positions by Gas welding <ol style="list-style-type: none"> a. Fillet Lap b. Fillet T joints c. Outside corner joint d. Square butt joint • Produce Square but, lap and T joint on MS sheet by Brazing • Setting up of Oxy Acetylene Gas Cutting plant and cutting M.S Flats to the given size. • Marking and punching the required shapes by using different shapes and sizes by using templates on M.S plates. • Cutting circular work pieces to the given size by Gas cutting. • Practice to cut different thickness of plates. • Beveling and preparation of joint edges by Gas Cutting. • Setting up Arc Welding plant and depositing straight and weaving beads on MS in Flat position. • Produce arc welded joints: 	<ul style="list-style-type: none"> • Introduction of MES scheme • Job /employment opportunity • Introduction to welding. • Safety precautions. • Types of welding processes and application. • Metals and weldability - Mild Steel, Alloy Steel, Cast iron, copper and Brass. • Linear measurement metric and inches • Angular measurement. • Marking practice using Steel rule using metric and inches scale • Nomenclature of Fillet and groove welds • Welding terms and definitions • Weld symbol and reading of fabrication drawing. • Description and operating procedures of oxy-Acetylene welding and cutting equipment. • Description and safe operating procedures of oxy-acetylene regulators • Description & maintenance of oxy Acetylene welding and cutting blow pipes • Types of Oxy-Acetylene flames and their uses • Gas Welding parameters - selection of Nozzle size and Oxy acetylene gas pressure to cut different thickness of metals • Gas welding filler rods and fluxes and welding techniques. • Brazing principles, selection of nozzle size, filler metals and fluxes. • Gas cutting parameters - selection of Nozzle size and Oxy acetylene gas pressure to cut different thickness of plates • Gas Welding, brazing and cutting defects, their causes and remedy. • Principles of Shielded Metal Arc Welding (SMAW), advantages and limitations. • Basic Electricity applicable to welding. • Arc welding power source, AC Transformers, DC welding rectifier, DC generators. • Types of weld joints and edge preparation and fit up. • Arc Welding electrodes and selection • Coding of SMAW electrodes. • Arc welding procedure and technique • Welding defects in SMAW, causes and remedy • Distortion and methods of control • Inspection and Testing of Welds
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<ul style="list-style-type: none">a. Fillet „T“ joint on M.S. flat by SMAW in 1F, 2F, 3F and 4F positionsb. Fillet lap joint on M.S. by SMAW in flat positionc. Outside corner joint on MS by SMAW in flat positiond. Single „V“ but joint on MS by SMAW in 1G, 2G, 3G and 4G position <ul style="list-style-type: none">• Identification of defects SMAW welded joints by Visual inspection & correction of defects• Measurement of weld using gauges.	
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Name of Trade	Construction
Name of Course	Mason
Modules Covered	Mason
Eligibility Criteria	5th Pass
Couse Duration (In Hours)	500 Hours
Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Identification of tools and equipment used in masonry work • Use of protective clothing, boots, goggles and equipment as applicable to a task • Good housekeeping practices, proper handling of materials and waste disposal. • Safety precautions and safety belts while working at site • Store/lay materials at work in safe manner • Use and store of tools and equipment in a safe manner • Measurement length, breadth and height in MKS & FPS system 	<ul style="list-style-type: none"> • Role of Mason. • Description of trade • Different types of tools and equipment used in masonry work. • Safety precautions <ul style="list-style-type: none"> ✓ While using different hand tools ✓ While using raw materials ✓ With co-workers ✓ On the machines & equipment • Study of various types of building materials used in masonry work • Knowledge of measurements and its conversion to other system
<ul style="list-style-type: none"> • 1 Brick Wall `T` Junction English 	Basic marking out bonding, cutting bricks, brick stacks, wheel barrows, mortar pan, safety, eye protection site tidiness.
<ul style="list-style-type: none"> • 1 ½ Brick Wall Corner English Bond From a simple sketch or drawing build a 1 ½ brick wall corner of 6" 0" x 6" 0" x 2" 0" high of approximately 320 within permissible tolerances 	Marking out, bonding, cutting bricks, hand tools, brick stacks, mixing platform, wheelbarrow, safety, eye protection, site tidiness.
<ul style="list-style-type: none"> • 1 x 1 ½ Brick Wall `T` Junction English Bond From a simple sketch or drawing build a 1 x 1 ½ brick wall square junction of approx. 175 bricks 4" 9" x 2" 3" and 2" 0" high within permissible tolerances 	Marking out, loading, cutting bricks, hand tools, brick stacks, mixing platform, safety, eye protection & site tidiness.
<ul style="list-style-type: none"> • Skill consolidation – Fixing Window Frames & Door Frames From a layout plan and working with another trainee, build a cubicle 10"0" x 8"0" and 10"0" high, fixing from layout plan a door frame and window frame so that frames are in correct specified position, frames are plumb to a tolerance of 1/16, head of frames to be levelled in relationship of threshold to finished floor level. 	Reading basic layout plan, setting out, handing frames, fixing frames, fixing wood pads, M/S hold fast, rawl plugs, fixing and checking for squareness and taking remedial action. Stores requisition and information sheets. Sills and lintels. Working at heights, ladders / scaffold
<ul style="list-style-type: none"> • Plastering 	Measuring rule of plaster

Plaster a wall with 1:6 cement mortar of 12 mm thickness on a wall of 10 ft x 8 ft including surface preparation and temporary staging	
<ul style="list-style-type: none"> • Construction of Attached Piers Construct from simple sketch a brick attached pier to ½ brick wall of approx. 150 brick within a tolerance of + (-) 1/16 level to gauge and plumb one end stopped and one end toothed. 	Simple drawings of attached piers. Cutting squint bricks, use of gauge, bonding methods, plumbing points, setting out.
<ul style="list-style-type: none"> • Construction of Detached Pier Construct from simple sketcher brick free standing pier on 2 brick and 1 ½ brick footing of approx. 60 bricks, within a tolerance of + (-) 1 /16 level to gauge, plumb and square. 	Plumbing points, simple drawings, setting out using gauge, bonding arrangements.
<ul style="list-style-type: none"> • Foundation work up to DPC Set out and level to a sketch brick foundation for a 1 ½ brick plinth with 3 footings up to DPC check by bricks squares and diagonals, no tolerance permitted 	3, 4, 5 method measuring tape, use of pegs, line and pins. Simple footing sketches / drawings.
<ul style="list-style-type: none"> • Building Junction Manhole Construct from simple drawings manhole 3"0" x 3" 0" and 3" 0" deep (approx. size only and finish by fixing pipes and channels, bench manhole with lime concrete, positioning step iron, corbelling, lifting and fixing precast cover. Standard to meet local practice to correct fall levels and each corbel into project more than ¼ brick. Complete with rendering internal surfaces leaving all pipes and channels clean. 	Calculation of corbel courses, fixing of step irons to correct position; GSW pipes. Safety in building new and working in existing manholes.
<ul style="list-style-type: none"> • IPS and Mosaic Flooring with skirting Lay IPS (1:2:4, 50 mm thick) and mosaic floors of (1:2:4, 38 + 12 mm thick) in panel of 2 ft x 2 ft in given slope and including base course of PCC and perfect finish within tolerances 	Various types of flooring
<ul style="list-style-type: none"> • Drip Course Make a drip course with 1:4 cement mortar 	
<ul style="list-style-type: none"> • Block work Make a enclosure of internal size 6 ft x 6 ft x 3 ft in 1:4 cement mortar 	
Industry and construction site visit	
Name of Trade	Construction

Name of Course	Assistant Shuttering Carpenter & Scaffolder
Modules Covered	Assistant Shuttering Carpenter & Scaffolder
Eligibility Criteria	5th Pass
Couse Duration (In Hours)	400 Hours
Practical Competencies	Underpinning Knowledge (Theory)
<ol style="list-style-type: none"> 1. Identification of tools and equipment used in carpentry & shuttering. 2. Use of protective clothing, boots, goggles and equipment as applicable to a task. 3 .Good housekeeping practices, proper handling of materials and waste disposal. Safety precautions and safety belts while working at site. Store/lay materials at work in safe manner Use and store of tools and equipment in a safe manner Measurement length, width & depth in MKS & FPS system. 4. Size a raw timber using proper tools to measure, mark, cut and drill holes within required tolerances and standards. 5. Preparation of a ply piece out of plywood sheet using proper tools to measure, mark, cut and drill holes within required tolerances and standards. 6. Preparation of half lap, dove tail, tenon & mortise joints with shaped timbers using proper tools to measure, mark, cut and fit within required tolerances and standards. 7. Preparation of a straight shutter with sized timbers and plywood using proper tools to measure, mark, cut and fit within required tolerances and standards. 8. Erection of conventional type scaffolding using bamboos/ wooden poles, empty drums, ropes, wooden planks etc. within required safety norms and practices. 	<ol style="list-style-type: none"> 1. Role of Assist ant “carpenter and Scaffolder”. Description of trade. Different types of tools and equipment used in shuttering and scaffolding. Safety precautions. 2. While using different hand tools ☐ While using raw materials ☐ With co-workers ☐ On the machines & equipment. 3. Study of various types of wooden materials used in shuttering and carpentry. 4. Knowledge of measurements and its conversion to other system. 5. Identification of timber as per quality and classification, care and safe uses of tools. Understanding tolerances & house keeping Identification of plywood as per quality, use and classification, care and safe uses of tools. 6. Understanding tolerances. Storage & maintenance of plywood. 7. Identification, care and safe uses of timber jointing tools, knowledge of various joints and appropriate applications, their relative merits and demerits. 8. Identification, care and safe uses of timber jointing tools, knowledge of various joints and appropriate 9. Identification of different types of conventional scaffolding materials & their uses.
<p>A - Optional Basic Competencies – L&T System</p> <ul style="list-style-type: none"> • Identification of L&T system components, stacking them separately as per stacking norms and their maintenance • Erection and dismantling of system straight shutters using system components and proper tools within the tolerances and standards. 	<ul style="list-style-type: none"> • Knowledge of system components and its applications, safety while handling and stacking, methods of stacking and maintenance. • Knowledge of system components and its applications, safety while handling and stacking, methods of stacking and maintenance.

<ul style="list-style-type: none"> • Identification of L&T system Foundation Form components, stacking them separately as per stacking norms and their maintenance. • Identification of L&T system Column Form components, stacking them separately as per stacking norms and their maintenance. 	<ul style="list-style-type: none"> • Knowledge of L&T system Foundation Form components and its applications, safety while handling and stacking, methods of stacking and maintenance. • Knowledge of L&T system Column Form components and its applications, safety while handling and stacking, methods of stacking and maintenance.
<p>B - Optional Basic Competencies – Conventional System</p> <ul style="list-style-type: none"> • Preparation of a straight shutter with sized timbers and plywood using proper tools to measure, mark, cut and fit within required .tolerances and standards. • Erection & dismantling of conventional straight shutters using appropriate supports and proper tools within the tolerances and standards. • Familiarization with conventional column and raft foundation, tightening and supporting system. 	<ul style="list-style-type: none"> • Identification, care and safe uses of timber framing tools, knowledge of various shutters and appropriate applications, handling and maintenance of ply shutters. • Knowledge of erection & dismantling of straight shutters, safety while erection & dismantling, handling and stacking, methods of stacking and maintenance. • Knowledge of conventional column and raft foundation, handling and stacking, methods of stacking and maintenance.
<p>C - Optional Basic Competencies – Scaffolding</p> <ul style="list-style-type: none"> • Make different types of scaffolding using cup-lock system including bracing within the tolerances and standards. • Make different types of scaffolding using scaffolding pipes and couplers including bracing within the tolerances and standards. • Make different types of walkways and platforms including side bracing, side railings and toe board. 	<ul style="list-style-type: none"> • Types of scaffolding: - wooden and steel (brick layers scaffold, Needle scaffold, Mason’s scaffold, tubular scaffold. • Handling and stacking of scaffolding materials, maintenance of couplers and scaffolding materials. • Types of walkways and platforms and their appropriate use.
<p>Industry and construction site visit</p>	

Name of Trade	Retail Marketing
Name of Course	Retail Sales & Operations
Modules Covered	<ul style="list-style-type: none"> • Sales Person • Senior Sales Person • Retail Operations
Eligibility Criteria	10 th Pass
Couse Duration (In Hours)	500 Hours
MODULE 1: Sales Person	
Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Identifying Categories & Products available in a Retail Store in a simulated environment <ul style="list-style-type: none"> ✓ Identify Security Equipment ✓ Practice on giving first aid. ✓ Visit to nearby retail outlets/showrooms/malls • Demonstrate food safety practice in a simulated environment • Cleaning work area in a simulated work environment • Demonstrate Customer Interaction in a simulated environment • Individual practice on public speaking. 	<p>Orientation to Retail</p> <ul style="list-style-type: none"> • Familiarization with the day to day activity of the store associate in the store • Importance of Customer orientation while interacting with customer at the store <p>Orientation to Products</p> <ul style="list-style-type: none"> • Familiarization with various Categories & Products available in a Retail Store <p>Safe Working Environment</p> <ul style="list-style-type: none"> • Importance of store safety and security <ul style="list-style-type: none"> ✓ First Aid, Fire safety & Evacuation Procedures ✓ Ambulance, Fire, Local Police Station contact numbers • Familiarization of Scanning and other security systems and procedures used in the store • Introduction to the retail food safety practices <ul style="list-style-type: none"> ✓ Apply personal hygiene, <p>Sanitation & House keeping</p> <ul style="list-style-type: none"> • Identify food safety plan/program • Handle product hygienically • Clean work area and equipment • Monitor food safety • Contribute to continuous improvement <p>Speak Well</p> <ul style="list-style-type: none"> • Importance of Personality Development in Career Growth • Introduction to Communication • English Speaking • Personality Development • Communicate with Customers

<ul style="list-style-type: none"> • Demonstrate Smile, Wish, Greeting & Appreciating customers in a simulated environment <ul style="list-style-type: none"> • Role play on types of customers • Role play on good customer relationship. • Identifying different types of Visual Merchandising (VM) <ul style="list-style-type: none"> • Demonstrate VM in a simulated environment • Produce retail visual illustrations • Manufacture visual merchandising support structures • Design, construct and maintain props • Create a display • Demonstrate merchandising and category presentation skills • Visit to nearby retail outlets/ showrooms/ malls to observe VM 	<p>Customer Relations</p> <ul style="list-style-type: none"> • Basics of Consumer Behaviour • The 5As* Concept • Profiling the Retail Market • Customer Relations • Dynamics of Customers • Build relationships with customers <p>Merchandising & Visual Merchandising</p> <ul style="list-style-type: none"> • Introduction to Merchandising • Introduction to Visual Merchandising • Retail visual illustrations • Visual merchandising support structures • Props • Display • Merchandising and category presentation
<p>Demonstrate selling skills in a simulated environment</p> <ul style="list-style-type: none"> • Role play on qualifier of a good sales person. • Demonstrate High-end product selling skills in a simulated environment • Demonstrate skills in handling complex sale situations in a simulated environment • Identifying Computer hardware and peripherals used in a Retail outlet • Use of internet, e-mail, telephone, fax and photocopier. • Demonstrate keyboard skills in a simulated environment • Identifying the equipment • Identifying POS & Non-POS equipment • Visit to nearby retail outlets/showrooms/malls to observe retail equipment • Demonstrate Point of Sale Handling Procedures in a simulated environment • Operate Non-POS Retail Equipment • Operate POS Equipment 	<p>Selling Skills</p> <ul style="list-style-type: none"> • Basics of Selling • Qualities of a good sales person • Basics of Sales Inventory <p>Suggestive Selling</p> <ul style="list-style-type: none"> • Importance of Identifying customer needs • Probing to identify customer needs • Suggest product/service as per customer requirement • Selling high-end Products • Handling complex sale-situations • Dynamics of Sales and Service Delivery <p>Basics of Computer</p> <ul style="list-style-type: none"> • Understanding the Hardware • Introduction to computer peripherals • Computer peripherals used in a Retail outlet • Introduction to Internet explorer • Apply key board skills • Operating data entry equipment <p>Retail Equipment</p> <ul style="list-style-type: none"> • Basics of equipment used in store/department • Types (POS & Non-POS) • Labelling, Bar-code reader, Computer, Printers & Currency Counter equipment • Point of Sale Handling Procedures • Non-POS Retail Equipment • POS Equipment • Stacking Norms

	Retail Sales 'Key Performance Indicators' <ul style="list-style-type: none"> • Retail Sales 'Key Performance Indicators' • Retail Sales Financial Responsibilities • Elements of marketing concepts, marketing mix and strategies.
MODULE 2: Senior Sales Person	
Practical Competencies	Underpinning Knowledge (Theory)
<p>Role play and demonstration on communication skills, customer handling, selling skills, visual merchandising, retail equipment in a simulated environment as per the curriculum of module titled 'Sales Person Retail'.</p> <ul style="list-style-type: none"> • Checking the lock or seal and tallying stock • Handling discrepancies found in the seals • Tallying Transfer Out <p>Demonstrating safe lifting & carrying techniques</p> <ul style="list-style-type: none"> • Handling goods dispatch in a simulated environment <p>Identifying & rectifying Hygiene and sanitation problems/situations, including potential sources of food contamination</p> <ul style="list-style-type: none"> • Identifying, reporting & rectifying Conditions which promote microbial growth • Identifying different equipment used in store/department • Operating and maintaining retail equipment according to design specifications • Identifying & reporting Equipment faults • Managing a simulated till • Practice on billing, handling cash, other modes of payment, bagging, queue management • Conducting team reviews in a simulated environment <p>Role Plays in simulated environment</p> <ul style="list-style-type: none"> • Handling Customer Call in a simulated environment • Preparing & Making business presentations • Coaching in a simulated environment • Visits to nearby showroom/malls/ retail outlets. 	<p>Brief overview of curriculum of module titled 'Sales Person Retail', especially Safe working environment, communication skills, customer relations, selling skills, visual merchandising, retail equipment.</p> <p>Inventory</p> <ul style="list-style-type: none"> • Stock control • Receiving & Processing incoming goods • Receiving and checking stock • Discrepancy in / tampering of seal • Transfer Out • Unloading stock • Handling discrepancy found in stock • Unloading stock • Handling the unloaded stocks • Documenting unloading • Documenting & Loading stock returns in the van • Dispatching empty tubs and cartons to the distribution centre • Completing documentation • Stock rotation procedures for merchandise • Wrapping and packing materials <p>Handling Excess stock</p> <ul style="list-style-type: none"> • Safe lifting and carrying techniques • Storing goods unfit for sale • Avoiding return of damaged stock onto the shelves • Ensuring returns are scheduled and categorized by Damaged, Excess and Expiry • Packing safely and securely to avoid damage in transit. • Ensuring food and non-Food stocks are sent in separate crates • Loading goods in the van as per schedule along with the necessary documents. • Ensuring that the document is cleared by the security and signed by the supervisor • Reordering stock <p>Loss Prevention</p> <ul style="list-style-type: none"> • Personal hygiene and sanitation • Food safety plan/program

- Monitoring food safety
- Safe working practices
- Food safety practices
- Apply routine store security
- Minimize theft

**Operating & Maintaining Retail Equipment
Managing Till**

- Billing
- Processing Modes of Payment
- Handling Cash
- Bagging
- Queue Management

Managing Store Performance

- MIS System
- Communication System
- Contingency Planning

Monthly Reviews

- Store Audit

Advanced Sales Process

- Preventing Objection
- Objection Handling
 - ✓ Advanced Probing Skills
- Handling Low Reactors
- Managing Sales MIS

Interpersonal Communication

- Written Communication
- Handling Telephone
- Resume Writing
- Handling Interviews
- Presentation
- Conflict Resolution
- Impact of self-image on performance
- Handling Job pressure

Coaching

- Orientation to Coaching
- Process of Habit formation
- Climate setting
- Objective observation
- Feedback
- Development Plan
- Reviewing Coachee

Service Recovery

- Importance of Service Recovery
- Different Service Recovery Situations
- Taking Supervisors Help

	<ul style="list-style-type: none"> • Elements of Promotion Strategies, sales promotion, publicity, advertising and personal seller. • Supervisory skills.
MODULE 3: Retail Operations	
Practical Competencies	Underpinning Knowledge (Theory)
<p>Visit to Retail store and to demonstrate organized/unorganized retail activities and various formats used</p> <p>Demonstration on retail verticals.</p> <p>Demonstrate the consumer rights in simulated environment</p>	<p>1. Overview of Retail and Retail Environment:</p> <p>A. Organized Retail</p> <ul style="list-style-type: none"> • Introduction • What is retailing? • Evolution of Indian Retail • Organized vs. Unorganized Retail • Structure of Organized Retail • Challenges Faced in Organized Retail • Growth prospects in Organized Retail • Key Words <p>B Types of Formats of Retail and Verticals</p> <ul style="list-style-type: none"> • Introduction • Retail Formats • Hypermarkets • Supermarkets • Discount Stores • Convenience Stores • Department Stores • Specialty Stores • E-Tailing • Malls • Retail Verticals • Insurance , Banking ,General Merchandise • Food • Key words <p>C Compliance and Legal Environment</p> <p>D Consumer rights</p> <ul style="list-style-type: none"> • Introduction • Consumer Right: • Right to Safety ,Right to Information • Right to Choice , Right to be Heard • Right to Redress, Right to Consumer Education • Right to Basic Needs • Right to Healthy Environment • Significance of Consumer Rights in Retail • Context , Consumer Responsibility • Key Words <p>E Skills and Challenges in Retail Jobs</p> <p>Skills required in Retail Jobs:</p> <ul style="list-style-type: none"> • Front End

<p>Demonstrate the soft skills in simulated environment</p>	<ul style="list-style-type: none"> • Positive attitude , Confidence • Good communication skills • Good interpersonal skills • Ability to persuade • Ability to build rapport instantly • Clarity of thought and presentation • Listening , Comprehension • Mannerisms • Backend: • Basic communication • Interpersonal skills • Need to be good with numbers • Be attentive to detail. • Time management • Challenges in Retail Jobs <p>F Safety, Security and Sanitation</p>
<p>Demonstration on safe practices in simulated environment Visit to retail store for study of safety practices</p>	<ul style="list-style-type: none"> • General safety • Safe work practices, Electrical safety • Confined spaces, Accident reporting • Office/Store equipment safety • Common office/store chemicals • Fire hazard , First Aid • Security • Shoplifting , Deterrence • Sanitation • House keeping • Key Words
<p>Practise on simple arithmetic problems Practise on simple accounting ,Journals, profit & loss</p>	<p>G Basic Arithmetic and Accounting</p> <ul style="list-style-type: none"> • Introduction • Basic Arithmetic • Addition , Subtraction , Multiplication • Division , Fractions, Percentages • Basic Accounting: –Debit , Credit • Golden rules of accounting: • Personal account, Real Account, • Nominal Account • Journals, Ledgers, Trial balance, • Bank reconciliation statement, • Profit & Loss account, Final accounts
<p>Demonstrate customer interaction in a simulated environment</p>	<p>2.Customer Interface</p> <p>A Customer Service</p> <ul style="list-style-type: none"> • What is Customer Service? • How to Achieve Effective and Efficient Customer Service? • Need and Importance of Customer Service • Retain a Customer through Customer Service • Key Words

<p>Demonstrate selling skills /complex situation handling in a simulated environment.</p>	<p>B Retail Selling Skills</p> <ul style="list-style-type: none"> • Introduction to Retailing • Selling in Different Retail Formats • Prerequisites of Selling: • Attitude , Positive self-talk • Personal hygiene and appearance • Understanding the store • Understanding the customer • Product knowledge <p>C Steps in Selling and Cross Selling</p> <ul style="list-style-type: none"> • Introduction • Preparing to Sell: • Positive frame of mind • Know your product • Know company procedures • The Selling Process: • Meet and greet the customer • Initiating sales conversations • Identifying customer needs and wants • Matching products to needs and wants • Handling Customer Objections • Cross Selling • Confirming and closing the sales • Keywords
<p>Demonstration on safe practices in simulated environment Visit to retail store for study of safety practices Practise on simple arithmetic problems Practise on simple accounting ,Journals, profit & loss Demonstrate customer interaction in a simulated environment Demonstrate selling skills /complex situation handling in a simulated environment.</p>	<p>D Customer Retention and Loyalty</p> <ul style="list-style-type: none"> • Introduction to Customer Loyalty • Customer Loyalty and Customer Retention • Factors affecting Customer Loyalty • Importance of Customer Loyalty • How to build Customer Loyalty • Keywords <p>E Complaint Management</p> <ul style="list-style-type: none"> • Introduction • Why do customers complain? • Types of complainers • How to look at Customer Complaints • How to manage Customers' Complaints • Challenges in Complaint Management • Keywords <p>3 Soft Skills</p>
<p>Individual practice on communication skills</p>	<p>A Communication Skills</p> <ul style="list-style-type: none"> • Introduction • Importance of Communication • Oral Communication • Essentials of Oral Communication • Importance of Body Language in oral

<p>Individual practice on team work skills</p> <p>Individual practice on grooming</p> <p>Visit to a retail store to study communication skill, teamwork & grooming</p>	<ul style="list-style-type: none"> • communication • Barriers affecting Oral Communication • Listening Skills • What is Listening • How to listen effectively • Barriers affecting effective listening • How to build effective communication • Basic English language skills • Key Words <p>B Interpersonal Skills</p> <ul style="list-style-type: none"> • Introduction • What are Interpersonal Skills? • Managing Perceptions: • What is “Managing Perceptions” • Why do we need to manage perceptions • How do we manage perceptions • Building Relationships: • With the Team Members • With the Customers • Team Work: • Benefits of Team work • Essentials of Team work • Key Words <p>C Grooming</p> <ul style="list-style-type: none"> • Introduction • Advantages of grooming • Disadvantages of not being groomed • What is proper grooming: • Men Women Key Words
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Name of Trade	Telecom
Name of Course	Telecom Operations
Modules Covered	<ul style="list-style-type: none"> • DTH Installation Technician • Sales & Distribution
Eligibility Criteria	10th Pass
Couse Duration (In Hours)	500 Hours
MODULE 1: DTH Installation Technician	
Practical Competencies	Underpinning Knowledge (Theory)
Listing major deliverables of Telecom DTH Installation Technician to create focus for effective performance.	Roles and Responsibilities of Telecom DTH Installation Technician
Listing the components of Telecom DTH. Familiarization with various terms like Transmission/ Broadcasting/ Encryption used in Telecom DTH Technology.	Introduction to Telecom DTH Technology
Identifying the tools in the Telecom DTH Installation kit. Demonstrating Safety while handling the Telecom DTH installation tools. Listing tips to maintain Telecom DTH installation tools.	Familiarization with Telecom DTH tools & equipment. Knowledge of Safety at work.
Demonstrating the Telecom DTH installation process (Hands-on). Identifying the importance of connectors & learn the process of cable preparation & connectorization. Demonstrating the procedure for connecting dish with STB (Set Top box), checking signal level, SNR (Signal to Noise Ratio), BER (Bit Error Rate) and barker channel. Demonstrate how to mobilize the service.	Knowledge of Telecom DTH installation process. Knowledge of process of assembling, installing and connecting dish to STB.
Practice the processes for effective customer interaction. Demonstrating effective technical troubleshooting steps of fault and repair. Demonstrate Application & maintenance of PDA & WFMS (Work Force Management System) work flows.	Knowledge the process of: <ul style="list-style-type: none"> • Call Overview • Installation & Escalation • Service call process • Sub processes Knowledge of work flow management system (WFMS) & Personal Digital Assistance (PDA). Knowledge of case report form.

Identifying the items of the CRF (Customer Relationship Form) & the categories to be filled.	
Demonstrate effective communication & listening skills. Demonstrate proactive behaviour at work.	Knowledge of communicative English and use basic communication skills for courtesy & comprehension.
MODULE 2: Sales & Distribution	
Practical Competencies	Underpinning Knowledge (Theory)
<p>Individual practice on communication skills Individual practice on team work skills</p> <p>Demonstrate customer interaction in a simulated environment</p> <p>Demonstrate complex situation handling in a simulated environment.</p> <p>Practice on MS Word and Excel</p>	<p>Core Skills</p> <ul style="list-style-type: none"> • Induction and Industry Awareness • Telecom History • Telecom Technology • Telecom Terminology and Products • Communication Skills • Market Environment • Marketing Approach • Customers and their Expectations • Customer Service • Segmentation • Buying and Selling Cycle • Target achievement Planning • Preplanning • Sales Acquisition Approach • Communication Skills • Technical support • Basics of Computer • Introduction to MS Office • Introduction to Word • Introduction to Excel • Team Work • Time Management • Stress Management <p>Soft Skills</p> <ul style="list-style-type: none"> • Interview Facing Skills • Workplace Ethics & Values • Personality Development & Grooming

Name of Trade	Garment & Fashion Designing
Name of Course	Garment Making
Modules Covered	Garment Construction Techniques
Eligibility Criteria	8th Pass
Couse Duration (In Hours)	400 Hours

MODULE 1: Garment Construction Techniques

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Practice Health & Safety – select, use • maintain & store – tools, equipment & • clothing safely • Practice of making various basic pattern of Upper & lower body block, skirt block etc. and also through made to measure direct method • Practice of manipulate the pattern • Control & Operate industrial single needle lock stitch Machine • Practice of various exercises on Industrial sewing machine using different work aids and machine attachments • Handling different types of fabrics • Practice of different types of seam, plackets, packets, cuffs, collars & neck lines • Practice of cutting various upper & Lower garments, cutting techniques • To Sew various garments like top, skirt, shirt, trouser etc. 	<ul style="list-style-type: none"> • Knowledge of seams and stitches • Introduction to industrial sewing machines • Importance of work aids and machine attachments • Knowledge of drafting of basic bodice block, sleeve, shirt and trouser block • Development of various styles of collar, sleeves, shirts, cuffs, pockets etc. • Knowledge of stitching of complete garments.

Name of Trade	Food Processing
Name of Course	Fruits & Vegetables Processing
Modules Covered	Fruits & Vegetables Processing
Eligibility Criteria	10th Pass
Couse Duration (In Hours)	500 Hours

MODULE 1: Fruits & Vegetables Processing

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Procure seasonal fruits and vegetable products. • Collect different categories fruits and vegetable products according to criteria. Practice to operate different food machineries. 	<ul style="list-style-type: none"> • Introduction:-Importance of Fruits and Vegetables & its marketing aspects. • Preservation Technology:-Nature of the fruits &vegetables in respect of their preservation. • Different terms used in processing. • Classification of fruits and vegetables on the basis of pH, physiology. • Principle & techniques involved for different Fruit & Vegetable preservation.
<ul style="list-style-type: none"> • Practice to operate Canning operations:- Mango slice, Guava, Pineapple, Strawberry, Grapes, Potato, Cucumber, Mushroom, Spinach, Cauliflower, Cabbage etc. 	<ul style="list-style-type: none"> • Canning operations on fruits and vegetables. • Process flow diagram for canning. • Canning machineries. • Pre-treatment's before canning operations.
<ul style="list-style-type: none"> • Drying carryout operations on fruits and vegetables using different dryers. • Drying process:-Mango slice, Apple rings, Grapes, Pear, Pineapple, Fig, Banana, Pomegranate, • Bael fruit, Papaya & other fruits, Tomato slices, Okra, Brinjal, Potato, Ginger, Bitter guard & other vegetables. 	<ul style="list-style-type: none"> • Fruits and vegetable drying/dehydration: General methods of fruits &vegetable drying/dehydration, sun drying, mechanical drying. • Types of dryers, characteristics of dried fruits and vegetables, treatments. • General process of fruit and vegetable drying. • Specialized drying operations in fruits and vegetables.
<ul style="list-style-type: none"> • Practice to make jam, jellies, juices etc. • Test pectin in fruit juices &pulps. • Practice to prepare of different fruit jams like, Mango, Apple, Pineapple, Banana, Papaya, Amla, Mixed fruit & other Fruit. • Practice to prepare the different fruit jelly from fruits like, Apple, Guava, Jackfruit, Amla &other fruits. • Prepare jam and jelly marmalades. 	<ul style="list-style-type: none"> • Principle of making jam and jellies as per availability of the fruits. • Process flow diagram for jam and jellies. • Test of pectin for jam and jelly preparation. • Glazed fruits, candy, fruit bar. • Principle and methods of production. • Indian Food Standard :- FSSAI • International Food Standards :-

<ul style="list-style-type: none"> • Test end point in jam and jelly. 	<ul style="list-style-type: none"> • Codex Alimentarius
<ul style="list-style-type: none"> • Visit different food processing plants and write a report. • Practice to make different types of pickles. 	<ul style="list-style-type: none"> • Pickles: Principle of pickle production, different types of pickles from fruits and vegetables.
<ul style="list-style-type: none"> • Prepare tomato ketchup, sauce, puree & paste. • Prepare potato chips & finger chips. • Prepare synthetic, fermented and flavoured vinegars. 	<ul style="list-style-type: none"> • Methods of preparation of tomato ketchup, Chutney, sauce, puree, paste. • Manufacturing process of Potato chip, finger chips and use of machinery. • Different types of vinegars. • Principle of vinegar production. • Characteristics of good quality vinegar.
<ul style="list-style-type: none"> • Prepare products from wastes e.g. Vinegar from pine apple waste, pectin from citrus fruits wastes, and fat from mango kernel. • Analyse fruits and vegetables for their quality. 	<ul style="list-style-type: none"> • By product utilization • Quality factors in fruit and vegetable processing & preservation. • Storage techniques for fruits and Vegetables in refrigeration & cold storage.
<ul style="list-style-type: none"> • Identify fault and take corrective measures. 	<ul style="list-style-type: none"> • Analytical methods for evaluation of chemical and nutritional composition of fruits and vegetables & equipment use for above. • Safety precautions taken in fruits and vegetable industry & finding the faults in proper location.
<ul style="list-style-type: none"> • Pack the given food products and seal • Practice to contact with customers. 	<ul style="list-style-type: none"> • CRM (Customer related management)- Marketing & soft skill, leadership, problem solving, decision making skill etc.
<ul style="list-style-type: none"> • Practice to cost the estimate of different products. • Conducting survey of the different products from the market. • Marketing through agents, salesman, retailers etc. • Practice on collection of orders and delivery of different food products 	<ul style="list-style-type: none"> • Market survey procedures. • Marketing strategies. • Methods of marketing feedback. • Cost analysis & attractive packaging. • Advertising procedure.

Name of Trade	Food Processing
Name of Course	Cereals & Pulses Processing
Modules Covered	Technology of Cereals & Pulses based Products
Eligibility Criteria	10th Pass
Couse Duration (In Hours)	500 Hours
MODULE 1: Technology of Cereals & Pulses based Products	
Practical Competencies	Underpinning Knowledge (Theory)
Market survey for the competition among the available bakery products. Clean, grade and carryout other pre-processing activities on cereal, pulses & oilseeds.	Introduction to industrially important cereals, pulses and oilseeds. Importance of role and share of bakery and confectionery in food industry. Different industrial bakery products. Different cereal and flours for the bakery products. Quality of flour for the production of bakery items. Methods of cleaning, grading, milling & associated precautions.
Select material & ingredients for production of breads. Operate different food machineries.	Known about Primary processing of wheat. Standards wheat for the flour. Method of production of different wheat products.
Practice to prepare Breads: Plain bread, Fermented bread, Protein rich bread & Special breads Practice to prepare Popular biscuits, Specialized biscuits, Other products like cookies, crackers.	Bread: Principles involved for bread production different types of breads and their properties, ingredients used and their role in Bread production, factors affecting the quality of the bread. Biscuits: Method of biscuit production, ingredients for biscuit production and their role in the quality of the biscuits, machinery involved in biscuit production. Knowledge of factors affecting the quality.
Practice to prepare the different types Of popular cakes & different types of specialized cakes.	Cake: Methods for the production of cakes, ingredients for cake production, machinery involved in cake: production, factors affecting the quality.
Test of raw materials and product for their quality. Prepare noodles and extruded food products using machine safely .Identification of faults and remove. Observe hygienic practices	Extruded Products: machinery and equipment used in bakeries e.g. flour mill, mixer, moulding machines, oven balance, packing machines, operating guidelines. Method of preparation the noodles and extruded foods& Soya products: Method of processing the soya-atta, soya-snacks, namkins, soyamilk,

	soyapaneer (tofu), soya srikhand. Personal Hygiene & safety considerations.
Prepare papad food products & using machine safely. Identification faults and removes. Observe hygienic practices.	Papad: Raw materials for papad production. Method of preparation of different types of papads & use of machineries. Quality assurance of papad, mini papads. Maintain Hygiene & safety considerations & its measures. Packaging and storing.
Practice to operate the machineries and equipments used in bakeries e.g. flour mill, mixer, moulding machines, oven balance, packing machines, operating guidelines.	Indian food standard:- Food safety standard Act2006&Bill 2006 FSSAI. Any order issued under essential commodity Act 1955. HACCP.
Pack the given food products and seal. Practice to contact with customers.	CRM(Customer related management)-Marketing &soft skill, leader ship, problem solving, decision making skill etc.
Practice to cost the estimate e of different products. Conducting survey of the different products from the market. Marketing through agents, salesman, retailers etc. Practice on collection of orders and delivery of different food products.	Market survey procedures. Marketing strategies. Methods of marketing feedback. Cost analysis & attractive packaging. Advertising procedure.
Preparation of roasted, fried and extruded pulses products.	Pulses based products: Roasted, Fried and Extruded Products.

Name of Trade	Hospitality	
Name of Course	Hospitality Assistant	
Modules Covered	Hospitality Assistant	
Eligibility Criteria	5th Pass	
Couse Duration (In Hours)	500 Hours	
MODULE 1: Hospitality Assistant		
Practical Competencies	Underpinning Knowledge (Theory)	
Hospitality Assistant (General)		
<ul style="list-style-type: none"> • Maintaining personal cleanliness & Hygiene Practices • Carry out basic First Aid treatment/notifying accident. • Practicing Fire Safety measures • Occupational hazards and safety norms. • Good Housekeeping practices at all times. • Simple Disaster Management & preventive measures for staff/guests/machines in the event of Earthquakes, Tsunami, etc. • Practice waste disposal as per environmental laws. • Pest control measures. • Field Survey • Work Exposure • Visit to Hotels • Demonstration of Table layouts • Exposure to Restaurants • Acquaintance with Restaurant equipment • Acquaintance with crockery/ Cutlery • Demonstration of Table layout • Familiarization with Beverages and alcohols • Observation duties/dress code of Kitchen staff • Observation of duties of Front office execution. • Room keeping • Hygiene requirements 	<ul style="list-style-type: none"> • Introduction to Hotel Industry • Types of Hotels • Importance of grooming • Hygiene in Hotels • Inter personal Skills in Hospitality • Customer relations • Departments in Hotels • Food & Beverages Department • Coordination among all departments • Organizational hierarchy • Attributes of F & B Services • Restaurant equipment • Preparation of Services • Handling Tasks • Banquets • Types of Services • 1Room Service /room staff organization • Control system • Production • Front office Reservations • Types of Room • Check in/out) • Housekeeping Department • Energy and Water Conservation 	
Hospitality Assistant (Gen. II)		
<ul style="list-style-type: none"> • Familiarization with a modern house including kitchen, domestic appliances and gadgets. • Demonstrate and make trainees practice on social skills, personal and job hygiene standards and courtesies required during employment. 	<ul style="list-style-type: none"> • Basic Etiquettes, manners and communication skills • Awareness of their role in the household and introduction to layout and set up modern houses and facilities for contemporary homes. 	

<ul style="list-style-type: none"> ● Practice of making and answering telephone calls. ● Practice on Operation and upkeep of electrical and electronic home appliances ,i.e., <ul style="list-style-type: none"> ✓ Vacuum Cleaner ✓ Washing Machines ✓ Motor Pumps ✓ Air Conditioners ✓ Geyser ✓ Electrical iron ✓ Steam press ● Identify, use handling and upkeep of Room and bathroom linen. ● Practice on dusting, sweeping, mopping and scrubbing etc., cleaning of various metals. ● A systematic way to clean various surfaces-daily, periodic and spring-cleaning. ● Practice of Room and Bed making ● Identification, use handling and upkeep of crockery, F&B Linen, Cutlery, Glassware and Miscellaneous ware. ● Demonstrate and practice cleaning methods for different types of crockery, cutlery, glassware and other table ● Practice of different Tray, Trolley and Table layouts for Tea, Breakfast, Lunch, Dinner and partly and beverage. ● Service of Food and Beverage items ● Demonstrate and practice how to set up side station/side boards and bar counters ready. ● Demonstrate and practice systematic ways of clearance of tables and trays after service is over. ● Simple Flower Arrangements. ● Handling and disposal of waste. ● Practice of First Aid Techniques ● Use of Fire Fighting equipments. 	<ul style="list-style-type: none"> ● Appraisal of electrical, mechanical gas operated kitchen gadgets, their names, uses, up-keep, care and maintenance ● Knowledge of commodities-their classification, uses, do's and don'ts for storage and their uses ● Knowledge of various surfaces -marble, granite, wood, metal and others-daily cleaning, periodic cleaning and spring cleaning ● Sanitation needs with reference to pests and their control and exhaust systems. ● Appraisal of food and beverage service equipment-furniture, crockery, cutlery, glass-ware, linen and miscellany with their names and uses ● Cleaning care and upkeep of various food-beverage service ware ● Basics of sequence of menu { not more than 4 courses appetizer, soup, main course and desserts classification of beverages [alcoholic and non-alcoholic] ● Basics of table, bar and tray set ups ready for service and clearance after service ● Classification of beverages (Alcoholic and non-alcoholic)
Hospitality Assistant (Kitchen & Service)	
<ul style="list-style-type: none"> ● Familiarization with a modern house including kitchen, domestic appliances and gadgets. ● Practice on Operation and upkeep of electrical and electronic kitchen gadgets, i.e., <ul style="list-style-type: none"> ● Vacuum Cleaner ● Motor Pumps ● Air Conditioners 	<ul style="list-style-type: none"> ● Related Basic Etiquettes, manners and communication skills Awareness of their role for food and beverage section of the household and introduction to layout and set up a modern kitchen and dining facilities for contemporary homes ● Appraisal of electrical, mechanical gas operated kitchen gadgets, their names, uses, up-keep, care and maintenance

<ul style="list-style-type: none"> • Geyser • Microwave • Hotplate • Cooking range • Oven • Dish washer (manual machine) • Practice on dusting, sweeping, mopping and scrubbing etc., cleaning of various metals. • Identification, use handling and upkeep of crockery, F&B Linen, Cutlery, Glassware and Miscellaneous ware. • Familiarization with various commodities used in kitchen and their uses • Practice of chopping, slicing, grinding of commodities (including meat and vegetables). • Refrigerating and storage of food and beverages-demonstrate and show what needs to be kept where and how during storage. • Demonstrate and practice cleaning methods for different types of crockery, cutlery, glassware and other table ware. • A systematic way to clean various surfaces-daily, periodic and spring cleaning. • Practice of different Tray, Trolley and Table layouts for Tea, Breakfast, Lunch, Dinner and partly and beverage. • Service of Food and Beverage items • Demonstrate and practice how to set up side 	<ul style="list-style-type: none"> • Appraisal of kitchen miscellany-pots and pans, knives and cookware for a modern home-their uses, care, upkeep and maintenance. • Knowledge of various kitchen surfaces-marble, granite, wood, metal and others-daily cleaning, periodic cleaning and spring cleaning • Knowledge of commodities-their classification, uses, do's and don'ts for storage and their uses • Kitchen hygiene, sanitation needs with reference to pests and their control, garbage disposal and exhaust systems • Awareness of various cooking methods in home style contemporary living standards • Pre-preparation of foods-ready for cooking. • Appraisal of food and beverage service equipment-furniture, crockery, cutlery, glass-ware, linen and miscellany with their names and uses • Cleaning care and upkeep of various food-beverage service ware • Basics of table, bar and tray set ups ready for service and clearance after service • Basics of sequence of menu (no more than 4 courses appetizer, soup, main course and desserts) • Classification of beverages [Alcoholic and non-alcoholic] courtesies theory
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Name of Trade	Electrical
Name of Course	Industrial Electrical
Modules Covered	Industrial Electrical
Eligibility Criteria	8th Pass
Couse Duration (In Hours)	500 Hours
Practical Competencies	Underpinning Knowledge (Theory)
<p>Safety Practices</p> <ul style="list-style-type: none"> • Fires in electrical Circuits & Precautions • Fire Extinguishers ,its types and operation • General Safety of Tools &equipment • Rescue of person who is in contact with live wire • Treat a person for electric shock/ injury 	<ul style="list-style-type: none"> • Fire Fighting and use of fire extinguishers • Safely handling Tools &Equipment • Use of proper Tools &equipment& its maintenance • Rescue of person who is in contact with live wire • Treat a person for electric shock/ injury
<p>Introduction to Electricity</p> <ul style="list-style-type: none"> • Concept of basic Electricity, Single phase & three phase circuits • Measurement of Electrical quantities like Voltage, Currents, Resistance, Impedance, power factor and energy 	<ul style="list-style-type: none"> • Simple electrical Connections using resistance, voltmeter, ammeter & multimeter etc. • Practice on simple single phase and three phase circuit
<p>Basic Tools and Accessories</p> <ul style="list-style-type: none"> • Knowledge of tools required for marking, punching, cutting, drilling, filing, stripping, crimping, socketing and fixing glands & screws etc. • Knowledge of Measuring tools, wire gauges etc. • Classification/ Identification of the electrical equipment cables, wires and electrical accessories, used in Industry. 	<ul style="list-style-type: none"> • Identification, usage of hand tools. • Maintenance of hand tools& usage of various Measuring instruments. • Knowledge of series and parallel circuit.
<p>Symbols, Diagram & Rules</p> <ul style="list-style-type: none"> • Studies of diagram & Symbols used in basic Electrical Circuits, Wiring & installations. • Different types of wires & conductors, Load carrying capacity. • Knowledge of different electrical wiring-residential, industrial and O.H. Lines. • IE rules for General Electricity. • Practice and working on cable lay out and different circuits • Marking the position of different accessories and its connection. 	<ul style="list-style-type: none"> • Identifying accessories/ symbols as per symbols. • Uses of fuses, MCB & its selection. • Practice on wiring diagram. • Making plan of wiring accordingly.

<p>Earthing</p> <ul style="list-style-type: none"> • Concept of earthing, purpose & types • Pipe earthing & Plate earthing 	<ul style="list-style-type: none"> • Carry out pipe earthing & plate earthing • Carry out testing and maintenance of earth resistance.
<p>Industrial wiring & its concepts</p> <ul style="list-style-type: none"> • Conductors, Insulators & its types • Crimping & Crimping Tools, Soldering • Joints in Electrical Conductor • Concept of gauge of wire, conductor material & its current carrying capacity • Determination of Fuse size according to the load of circuit and its location • Knowledge of Different types of cables, its uses and identification. • As per IE rules choice of cable. Selection of cables as per given parameters. • Use of Megger & Test lamps in fault location • Types of faults and method of fault findings. • Energy saving concept. • Concept of different types of switchgears used in general Electrical installations. 	<ul style="list-style-type: none"> • Skinning different types of cable ends • Making various joints like twist joint, married joint, Tee joint in stranded conductors • Checking & testing of Electrical wiring as per drawing. Fault finding and preventive maintenance, trouble shooting. • Dismantling and assembling of switchgears in simple electrical installations. • Practice on glanding of cables, lying of cables and different type of cable jointing. • Practice on different types of cable trays bending 45° and 90°
<p>Control Panel Wiring concept</p> <ul style="list-style-type: none"> • Knowledge of Cable Binding Strap & Buttons, Nylon Cable Ties, Sleeves, Lugs, Ferrules, Gromats & clips, Self-adhesive gaskets, PVC Cable Channels, PVS steel wire pipe, terminal connectors, Toggle switch and terminal strip, rotary switch, CAM switch, Crimping tools, Hooter & Tower light, C.T., fuse base & link. Connectors, Indicator Lights, Push Buttons. • Control and power circuits, Contactors, Overload relays, Moulded Case Circuits Breakers, Motor Protection Relays, Motor Protection Circuit Breakers etc. 	<ul style="list-style-type: none"> • Wire bending practice –Bending eyelets, stripping, crimping and connecting sockets. Stripping of wires & cables. • Crimping practice. Practice on crimping thimbles, Lugs. • Building Contactor control circuits - Pushbutton operation, Logic building using NC /NO controls. • Practice layout for assembly of various wiring accessories

<p>Industrial Motors and controls</p> <ul style="list-style-type: none"> • Knowledge of motors & types & their Construction. • Working principle of Single phase motor & 3 phase induction motor. • Difference between squirrel cage and slip ring induction motors. • Knowledge of circuit diagram of motors & transformer. • Introduction to AC Drive and connection, configuration and parameterization 	<ul style="list-style-type: none"> • Practice on motor star, delta connection. Connect star delta and DOL starter and a three phase motor. • Starting method of slip ring induction motor • Practice on control circuits of motors: - Using on off switch locally and remote control. • Demonstration on controlling of Speed, direction and their measurements. • Application of single phase preventer • Three phase Induction motor control using Drive
<p>Transformer connection and its concepts</p> <ul style="list-style-type: none"> • Basic principle of transformer, Identification of its different parts, types of transformers, protections used for transformers, • Break Down Voltage test. • Knowledge of various preventive and breakdown maintenance work to be performed on motors and transformers 	<ul style="list-style-type: none"> • Tracing primary and secondary winding of transformer practice on parallel operation of transformer & Polarity test. • Connection of Step-down transformer, 3 phase transformer in a given load. • Testing dielectric strength of transformer oil, and its insulation.
<p>DG Set and Accessories</p> <ul style="list-style-type: none"> • Knowledge of Function of DG sets different parts. • Knowledge of Parts of lead acid battery. • Knowledge of maintenance of lead acid battery. • Preventive maintenance of various parts of DG sets and routinely cleaning of filters etc. 	<ul style="list-style-type: none"> • Practice on starting method of DG Sets. • Change of lubricant, coolant. • Working on DG Set panel and its protection. • Practice on identification of different parts of lead acid battery. • Checking of its electrolyte. • Charging practice of lead acid battery and its testing.

TOWN WISE TARGETS

S. No.	ULBs Name	District	Total EST&P Training Target	Target for Employment ¹¹	Target for Employment to Individuals through Self-Employment Ventures/ Micro Enterprises	Target for Employment through Group Micro Enterprises	Loans for Group Enterprise to Women SHG
A	B	C	D	E	F	G	H
1	Patna	Patna	3200	1600	160	60	150
2	Bhagalpur	Bhagalpur	2500	1250	125	40	100
3	Gaya	Gaya	2500	1250	125	40	50
4	Muzaffarpur	Muzaffarpur	2500	1250	125	40	40
5	Arrah	Bhojpur	2000	1000	100	35	40
6	Begusarai	Begusarai	2000	1000	100	35	20
7	Biharsharif	Nalanda	2000	1000	100	35	20
8	Chhapra	Saran	2000	1000	100	35	15
9	Darbhangha	Darbhangha	2000	1000	100	35	100
10	Katihar	Katihar	2000	1000	100	35	70

¹¹ Target for Employment under 'E' includes Targets under F,G and H

11	Munger	Munger	2000	1000	100	35	20
12	Purnia	Purnia	2000	1000	100	35	100
13	Aurangabad	Aurangabad	1300	650	65	20	50
14	Bagha	West Champaran	1300	650	65	20	15
15	Bettiah	West Champaran	1300	650	65	20	30
16	Buxar	Buxar	1300	650	65	20	20
17	Danapur	Patna	1300	650	65	20	40
18	Dehri	Rohtas	1300	650	65	20	30
19	Hajipur	Vaishali	1300	650	65	20	40
20	Jamalpur	Munger	1300	650	65	20	15
21	Jehanabad	Jehanabad	1300	650	65	20	15
22	Kishanganj	Kishanganj	1300	650	65	20	20
23	Motihari	East Champaran	1300	650	65	20	20
24	Saharsa	Saharsa	1300	650	65	20	80
25	Sasaram	Sasaram	1300	650	65	20	150
26	Siwan	Siwan	1300	650	65	20	15
27	Araria	Araria	750	375	38	15	15

28	Arwal	Arwal	750	375	38	15	15
29	Gopalganj	Gopalganj	750	375	38	15	20
30	Jamui	Jamui	750	375	38	15	15
31	Lakhisarai	Lakhisarai	750	375	38	15	15
32	Madhepura	Madhepura	750	375	38	15	15
33	Madhubani	Madhubani	750	375	38	15	15
34	Nawada	Nawada	750	375	38	15	20
35	Samastipur	Samastipur	750	375	38	15	15
36	Sheikhpura	Sheikhpura	750	375	38	15	15
37	Sitamarhi	Sitamarhi	750	375	38	15	30
38	Supaul	Supaul	750	375	38	15	15
39	Banka	Banka	375	188	19	7	15
40	Bhabua	Kaimur	375	188	19	7	15
41	Khagaria	Khagaria	375	188	19	7	15
42	Sheohar	Shivhar	375	188	19	7	15
	Total		55400	27700	2,770	948	1,530