

## Syllabus for Silk Screen Printing Operator

|   |  |   |                                 |       |
|---|--|---|---------------------------------|-------|
| 1   | Qualification Title:   | Silk Screen Printing Operator   |                                 |       |
| 2   | Qualification Code, if any -   | STC - HAC /2021/1503  |                                 |       |
| 3   | Job description of the occupation  | The Silk Screen Printing operator selects various types of solutions and mixes them in right proportion to create design on the screen based on the pattern need to be imposed on the final object.   |                                 |       |
| 4   | Level of the qualification in the NSQF   | Level 03  |                                 |       |
| 5   | Anticipated volume of training/learning required to complete the qualification | 600 Hours   |                                 |       |
| 6   | Entry requirements and/or recommendations and minimum age                      | Grade 10<br>OR<br>Grade 8 pass and pursuing continuous schooling in regular school with vocational subject<br>OR<br>Grade 8 Pass with 2 year experience<br>OR<br>5th Grade Pass with 5 yrs experience |                                 |       |
| 7   | Formal structure of the qualification Mandatory components                     |   |                                 |       |
|   | Title of component and identification code/NOSs/Learning outcomes              | Mandatory/ Optional   | Estimated size (learning hours) | Level |
| 1   | Communicate with supervisor  | Mandatory   | 30(T-10 P-20)                   | 3     |
| 2   | Arrange the required raw materials and ingredients                             | Mandatory   | 60(T-10 P-50)                   | 3     |
| 3   | Mix the ingredients and oxides to obtain the desired design colour pattern     | Mandatory   | 60(T-10 P-50)                   | 3     |
| 4   | Check colour quality and colour productivity standards                         | Mandatory   | 60(T-10 P-50)                   | 3     |
| 5   | Demonstrate the silk screen printing process                                   | Mandatory   | 60(T-10 P-50)                   | 3     |
| 6   | Carry out reporting and documentation  | Mandatory   | 30(T-10 P-20)                   | 3     |
| 7   | Ensure workplace safety and security SOPs                                      | Mandatory   | 30(T-10 P-20)                   | 3     |
| 8   | Carry adequate waste management  | Mandatory   | 30(T-10 P-20)                   | 3     |
| 9   | Maintain practices for Personal Hygiene at workplace                           | Mandatory   | 30(T-10 P-20)                   | 3     |
| 10  | OJT / Field work   | Mandatory   | 150 Hrs                         | 3     |
| 11  | Employability Skill (60 Hrs) as per NCVET                                      | Mandatory   | 60                              | 3     |
| Total Learning (Theory +Practical +ES+OJT) Hours: |  | 600(90T+300P+60 ES+150 OIT/Field work)) Hours   |                                 |       |

| Title of component and identification code.  | Mandatory/<br>Optional | Estimated size<br>(learning<br>hours) | Level    |
|--|------------------------|---------------------------------------|----------|
| <b><u>I. Theory</u></b><br>Theory component of the course is to develop relevant basic technical information & knowledge about   | <b>Mandatory</b>       | <b>90</b>                             | <b>3</b> |
| <b><u>II. Practical</u></b><br>Institutional component of Practical training of the course is to impart relevant basic technical skills to   | <b>Mandatory</b>       | <b>300</b>                            | <b>3</b> |
| <b><u>III. OJT / FIELD WORK</u></b><br>OJT component of the course is to develop competency in the real work situation in an agriculture farm or any other place having facilities relevant to the trade with special emphasis on basic safety and hazards | <b>Mandatory</b>       | <b>150</b>                            | <b>3</b> |
| <b><u>IV. EMPLOYABILITY SKILLS</u></b><br>Employability Skills component of the course is to impart Soft skills which include Communication Skills, Digital skill, Financial Entrepreneurship etc..  | <b>Mandatory</b>       | <b>60</b>                             | <b>3</b> |
| <b>Total (I+II+III)</b>  |                        | <b>600</b>                            |          |

## **OUTCOMES**

| Outcomes to be assessed                                    | Assessment criteria for the outcome  |
|--|--|
| <b>Module 1: Arrange the raw materials and ingredients</b> |  |
| 1. Communicate with supervisor                             | 1.1 Receive the job order and instructions from supervisor as per the SOP  |
|  | 1.2 Coordinate with supervisor to seek clarification on design, production, maintenance and repair schedules at      |
|  | 1.3 Assess the problems effectively and report if required to supervisor appropriately                               |
|  | 1.4 Convey to colleagues and line workers for appropriate work techniques and methods                                |
|  | 1.5 Plan and prioritize sequence of activities, work schedules and volume of production in coordination with         |
|  | 1.6 Deliver timely the inspection reports of tools and equipment to supervisor as per SOP                            |
| 2. Arrange the required raw materials and ingredients      | 2.1. List the raw materials and ingredients required for preparing the colour solution                               |
|  | 2.2. Arrange tools and equipment for processing the screen printing  |
|  | 2.3. Examine the properties of frame with mesh based on the emulsion and design patterns                             |
|  | 2.4. Collect the required raw materials and ingredients from the store as per the prescribed quantities and labeling |

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|   | 2.5. Place all the collected raw materials and ingredients at the work place   |
|   | 2.6. Deliver the remaining raw material and ingredients at designated location as per the SOP with proper labelling that ensures traceability and identification |
| 3. Mix the ingredients and oxides to obtain the desired design colour pattern | 3.1. Select the PPE required to handle the tools and equipment   |
|   | 3.2. Monitor the functioning of exposure unit to make stencils using UV light sensitive emulsion on the screen   |
|   | 3.3. Mix the raw materials and ingredients in the container of prescribed volume and size  |
|   | 3.4. Perform mixing operation as per the SOP to ensure appropriate colour formation is being achieved  |
|   | 3.5. Examine the prepared colour composition based on color viscosity, oxides granules, nature of hue, and color saturation range                                |
|   | 3.6. Maintain and examine the overall functioning of the UV unit as per the standard operating procedures  |
|   | 3.7. Turn off the exposure unit at the right interval of time  |
|   | 3.8. Remove the prepared colour formulation from the container   |
|   | 3.9. Clean tools and equipment after their use to prevent colour spots, stains and rust  |
| 4. Check colour quality and colour productivity standards                     | 4.1. Compare the colour as per the colour quality standards during pre-heating or post heating operations  |
|   | 4.2. Maintain records of inspection results and tests as per prescribed job sheet  |
|   | 4.3. Review the periodical targets set by the supervisor   |
| <b>Module 2 Perform the silk screen printing operation</b>                    |  |
| 5. Demonstrate the silk screen printing process                               | 5.1. Select the frame material based on the design pattern and specifications  |
|   | 5.2. Place frame and screen in an appropriate manner for further processing  |
|   | 5.3. Apply the SOPs to spread the emulsion across the mesh   |
|   | 5.4. Ensure that the screen is placed on the top side on design is placed in a closed vacuum surface   |
|   | 5.5. Place the weight of appropriate quantity to give additional strength for further processing   |
|   | 5.6. Perform the emulsion process through exposure unit  |
|   | 5.7. Ensure that edges of the frame are properly taped to avoid moisture and leakage   |
|   | 5.8. Attach the screen to print bench and the material to be printed on bottom of the screen   |

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|  | 5.9. Apply good quantity of ink required to spread across the screen   |
|  | 5.10. Perform the squeezing with squeezing blade helps to spread the ink over the mesh and the design is imprinted   |
|  | 5.11. Perform the same steps to obtained the multiple copies of the design colour patterns   |
| 6. Carry out reporting and documentation                           | 6.1. Maintain documentation including periodic working   |
|  | 6.2. Ensure that documents are available for all the appropriate authorities for inspection  |
|  | 6.3. Enhance productivity by adopting several appropriate measures like automation, motivation, process planning, resource planning etc.                           |
|  | 6.4. Ensure that work area and tools are cleaned and inspected according to workplace procedures   |
|  | 6.5. Prepare sample report carrying all the working schedules and day to day activities  |
| <b>Module 3 : Maintain Health, Hygiene and Safety at Workplace</b> |  |
| 7. Ensure workplace safety and security SOPs                       | 7.1 Outline the health, safety and security policies at workplace to avoid workplace for potential risks and threats   |
|  | 7.2 Follow adequate safety standards while handling materials, chemicals, tools, and electrical equipment  |
|  | 7.3 Sanitize hands at regular intervals using hand wash & alcohol-based sanitizers   |
|  | 7.4 Clean the workplace using sanitizers and keep it free from dust, waste and spillage  |
|  | 7.5 Ensure that personal protective equipment is available at the workplace at all time  |
|  | 7.6 Follow first procedures during emergencies situations at the workplace   |
|  | 7.7 Practice the appropriate measures to make yourself in a calm way while dealing with accidents, emergencies and in illness, fires or any other natural calamity |
| 8. Carry adequate waste management                                 | 8.1 Employ standard procedures of waste disposal and waste storage in the proper containers as per SOP   |
|  | 8.2 Place the used PPEs in a designated bag, sealed and labelled as contagious waste   |
|  | 8.3 Segregate the recycled and non-recycled wastes as per SOP  |
| 9. Maintain practices for Personal Hygiene at workplace            | 9.1 Take appropriate health and hygiene procedures at the workplace to avoid injuries and health issues  |
|  | 9.2 Maintain social distancing in social gatherings at the workplace   |
|  | 9.3 Use mask at the workplace to prevent mouth and nose from dust particles and dangerous bacteria   |

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|----------------------------------|--|
|                                  | 9.4 Identify health concerns like fever, cold & cough, etc. for self, colleague and other family members   |
|                                  | 9.5 Report any flu-like symptoms, fever, diarrhoea, sore throat, constant sneezing, coughing, runny nose and vomiting to the supervisor  |
|                                  | 9.6 Undergo preventive health check-ups at regular intervals as per the SOP  |
| 10. OJT / Field Work             | (10.1) Assessor will check report prepared for this component of training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor for 300 Hours.) |
| 11. Employability Skill (60 Hrs) | As per NCVET guided course module for 60 Hrs   |

### **Details of Theory & Practical Syllabus**

| Sl. No          | CONTENT   | DETAILS  | HOURS     |
|-----------------|---|--|-----------|
| <b>1</b>        | <b>Communicate with supervisor</b>                        |  |           |
|                 | <b>Theory</b>   | <ol style="list-style-type: none"> <li>1. explain standard procedures to be followed while receiving the job order and instructions from reporting supervisor</li> <li>2. explain standard operating procedures to be followed to resolve doubts on design, usage of material &amp; tools, quality &amp; standards compliance, etc. to team members at workplace</li> <li>3. identify the ways to enhance the level of empathy across genders while giving assistance to colleagues at the workplace</li> <li>4. Discuss the importance of preparing the records based on standard organizational parameters in order to achieve production as per the periodic schedules</li> </ol> | <b>10</b> |
|                 | <b>Practical</b>  | <ol style="list-style-type: none"> <li>1. Apply the standard operating procedures in order to analyze the job specifications based on the parameters based on size, shape, pattern and art work design</li> <li>2. Demonstrate the washing process as per standard procedures in order to make the fabric dust and dirt free for further processing</li> <li>3. Perform visual inspection process in order to check the fabric is dried completely based on standard parameters</li> <li>4. Perform the standard operating procedures while marking the layout in order to meet the desired design specifications</li> </ol>   | <b>20</b> |
| <b><u>2</u></b> | <b>Arrange the required raw materials and ingredients</b> |  |           |

|          |   |  |           |
|----------|---|--|-----------|
|          | <b><u>Theory</u></b>  | <ol style="list-style-type: none"> <li>1. describe the process of handling clean material, tool and equipment at workplace</li> <li>2. explain the importance of preparing the list of raw materials and ingredients in prescribed quantities to achieve the desired colour solution</li> <li>3. discuss the importance of marking/coding/ labelling/ numbering while maintaining reports and records</li> </ol>   | <b>10</b> |
|          | <b><u>Practical</u></b>   | <ol style="list-style-type: none"> <li>1. demonstrate usage of tools and equipment for further processing</li> <li>2. perform standard operating procedures to be followed while collecting raw materials and ingredients in prescribed quantities from the designated storage location</li> <li>3. demonstrate the organizational SOPs required to place the raw materials and ingredients at workplace for further processing</li> <li>4. apply the standard procedures to be followed while delivering the remaining and unused material at the designated storage location</li> <li>5. choose the suitable PPE based on the prescribed Job Sheet at the workplace</li> </ol>   | <b>50</b> |
| <b>3</b> | <b>Mix the ingredients and oxides to obtain the desired design colour pattern</b> |  |           |
|          | <b><u>Theory</u></b>  | <ol style="list-style-type: none"> <li>1. describe the importance of using PPE at the time of handling tools and equipment at workplace</li> <li>2. Identify the parameters required for inspection process in the prepared colour solution to check the quality and density</li> </ol>  | <b>10</b> |
|          | <b><u>Practical</u></b>   | <ol style="list-style-type: none"> <li>1. follow standard operating procedures to monitor the functioning of exposure unit based on time duration, pressure, volume, and colour formulation density</li> <li>2. demonstrate the process of mixing the raw materials and ingredients in the container of prescribed volume and size</li> <li>3. examine the overall functioning of exposure unit from setting up for the prescribed operation and turn off after regular interval of time</li> <li>4. demonstrate the standard operating procedures to be followed while removing or unloading the colour formulation from the container</li> <li>5. prepare a sample format /template to collect information during inspection</li> <li>6. based on colour viscosity, oxide granules, nature of hue and colour saturation range</li> <li>7. ensure that work area and tools are cleaned and inspected according to workplace procedures</li> </ol> | <b>50</b> |
| <b>4</b> | <b>Check colour quality and colour productivity standards</b>                     |  |           |
|          | <b><u>Theory</u></b>  | <ol style="list-style-type: none"> <li>1. explain how to monitor the workplace and work processes for potential risks and threats</li> <li>2. discuss the parameters that indicate deviation in the prepared colour solution based on pre heating radiations and post heating radiations</li> <li>3. explain the standard organizational parameters that are</li> </ol>  | <b>10</b> |

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|-----------------|---|---|-----------|
|                 |   | followed to examine the colour productivity standards   |           |
|                 | <b><u>Practical</u></b>                             | <ol style="list-style-type: none"> <li>1. demonstrate the SOPs that are required to check the prepared solution during the process based on its colour saturation properties</li> <li>2. carry adequate safety measures while handling materials, chemicals, and tools</li> <li>3. perform the standard thermal procedures to examine the exposure unit temperature based on the results as per the job sheet</li> <li>4. prepare the sample template that indicate all the standard results achieved during this operation</li> <li>5. review the periodic schedules based on that productions rate can be evaluated after the regular interval of time as per SOP.</li> <li>6. demonstrate the process of proper labelling mechanism of instruments/ boxes/ containers and maintaining reference files/documents with the codes and the lists</li> </ol>  | <b>50</b> |
| <b><u>5</u></b> | <b>Demonstrate the silk screen printing process</b> |   |           |
|                 | <b>Theory</b>                                       | <ol style="list-style-type: none"> <li>1. explain the importance of selecting the frame as per standard parameters such as material, pattern, size and dimensions based on design specifications</li> <li>2. discuss the schedule of working with supervisor prior to perform silk screen printing operation</li> <li>3. discuss the repetition of the process to achieved uniform results on the object</li> <li>4. discuss the importance of using gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts</li> </ol>  | <b>10</b> |
|                 | <b>Practical</b>                                    | <ol style="list-style-type: none"> <li>1. follow the SOP while placing the frame and screen at the work station for further processing</li> <li>2. demonstrate the process of apply the emulsion across the mesh as per the prescribed quantity and design specifications</li> <li>3. ensure that the screen is placed on the top side on design is placed in a closed vacuum surface</li> <li>4. follow SOPs while placing the weight of appropriate volume on the frame in order to provide additional strength</li> <li>5. perform the emulsion process by UV exposure unit as per the standard safety procedures</li> <li>6. examine the edges of the frame are tightly taped to prevent from moisture and leakage</li> <li>7. demonstrate the process of placing the ink as per the prescribed quantity on the screen</li> <li>8. perform the squeezing with squeezing blade helps to spread the ink over the mesh and the design is imprinted</li> <li>9. repeat the same steps to obtained the multiple copies of the design colour pattern</li> </ol> | <b>50</b> |
| <b><u>6</u></b> | <b>Carry out reporting and documentation</b>        |   |           |
|                 | <b><u>Theory</u></b>                                | <ol style="list-style-type: none"> <li>1. identify the parameters required for the inspection process in printing manufacturing unit</li> </ol>   | <b>10</b> |

|                  |  |  |           |
|------------------|--|--|-----------|
|                  |  | <ol style="list-style-type: none"> <li>list the different quality parameters to be checked in the silk screen printing operation</li> <li>List the parameters to be included while maintaining a master record book</li> </ol>   |           |
|                  | <b><u>Practical</u></b>                | <ol style="list-style-type: none"> <li>apply standard operating procedures to prepare periodic working schedules based on the current market preference</li> <li>describe the importance of implementing innovations/ new ideas and processes within organizational standards</li> <li>maintain and follow the periodic schedule of servicing of machines, tools and equipment to reduce the maintenance and enhance the capacity at the workplace</li> <li>prepare a sample format /template to collect information during inspection based on the operational parameters that required in making the final product</li> <li>perform the SOPs to carry the servicing and maintenance records of tools and equipment and machines</li> </ol> | <b>20</b> |
| <b><u>7.</u></b> | <b>Ensure workplace safety</b>         |  |           |
|                  | <b><u>Theory</u></b>                   | <ol style="list-style-type: none"> <li>describe the health and safety related instructions applicable to the workplace</li> <li>explain how to monitor the workplace and work processes for potential risks and threats</li> <li>discuss workplace hygiene, sanitation and job specific safety procedures</li> </ol>   | <b>10</b> |
|                  | <b><u>Practical</u></b>                | <ol style="list-style-type: none"> <li>demonstrate how to clean and maintain the cleanliness of the work area using approved sanitizers to keep it free from dust, waste, and spillage</li> <li>carry adequate safety measures while handling materials, chemicals, and tools</li> <li>apply standard operating procedures to clean the tools and equipment used with recommended sanitizers following specifications and organizational standards</li> <li>report any accidents, incidents or problems without delay to the supervisor and take necessary immediate</li> <li>participate actively in employee work groups on 5s and encourage team members for active participation</li> </ol>  | <b>20</b> |
| <b><u>8</u></b>  | <b>Carry adequate waste management</b> |  |           |
|                  | <b><u>Theory</u></b>                   | <ol style="list-style-type: none"> <li>describe the importance of disposing waste in the designated area at workplace</li> <li>list the important preventive measures in order to preserve the resources at workplace</li> <li>discuss the safety measures to be followed while handling and moving waste and debris</li> </ol>  | <b>10</b> |



|          |   |   |           |
|----------|---|---|-----------|
|          | <b><u>Practical</u></b>                                     | <ol style="list-style-type: none"> <li>1. demonstrate the SOPs while disposing the used PPEs and other aids at designated locations</li> <li>2. perform the SOPs to segregate the waste and debris in selected colour bins</li> <li>3. apply the SOPs while segregating the recycled and non-recycled waste and debris</li> <li>4. demonstrate the standard sanitization protocols with alcohol based disinfectants at the designated location where waste are disposed at regular interval of time</li> </ol>  | <b>20</b> |
| <b>9</b> | <b>Maintain practices for Personal Hygiene at workplace</b> |   |           |
|          | <b><u>Theory</u></b>  | <ol style="list-style-type: none"> <li>1. explain the importance of organizing cyclic sessions at the workplace to create awareness on the usage of appropriate health-related equipment in case of any emergency</li> <li>2. identify common types of injuries that might occur and affect the participant's at the workplace emergencies at work</li> <li>3. identify basic health concerns like fever, cold &amp; cough, etc. for self, colleague and other family members</li> <li>4. discuss the importance of using a dust mask at the workplace to prevent mouth and nose from dust particles and dangerous bacteria</li> </ol>  | <b>10</b> |
|          | <b><u>Practical</u></b>                                     | <ol style="list-style-type: none"> <li>1. discuss the importance of using gloves as per the materials used for working printing operations to avoid blisters; scratches and cuts</li> <li>2. demonstrate different ways in case of an emergency at home and use of emergency helpline numbers etc.</li> <li>3. follow SOPs at workplace related to health and hygiene such as social distancing, sanitization and cleanliness</li> <li>4. apply the SOPs to organize the preventive health check-ups at regular interval of time</li> <li>5. demonstrate the appropriate SOPs required to clean the work place, tools and equipment, machines, uniforms etc. at regular interval of time in order to avoid any injury or infection</li> </ol> | <b>20</b> |

### **OJT/ Field Work: 150 Hrs.**

OJT component of the course is to develop competency in the real work situation in an agriculture farm or any other place having facilities relevant to the trade with special emphasis on basic safety and hazards

## **Detail of Employability Skills Syllabus: 60 hours**

### **Employability Skills (60 hours)**

#### **Model Curriculum**

##### **Module Summary:**

| <b>S. No</b> | <b>Module Name</b>                          | <b>Duration (hours)</b> | <b>Assessment Marks</b> |
|--------------|---|-------------------------|-------------------------|
| 1.           | Introduction to Employability Skills        | 1.5                     | 2                       |
| 2.           | Constitutional values - Citizenship         | 1.5                     | 2                       |
| 3.           | Becoming a Professional in the 21st Century | 2.5                     | 6                       |
| 4.           | Basic English Skills                        | 10                      | 6                       |
| 5.           | Career Development & Goal Setting           | 2                       | 3                       |
| 6.           | Communication Skills                        | 5                       | 4                       |
| 7.           | Diversity & Inclusion                       | 2.5                     | 2                       |
| 8.           | Financial and Legal Literacy                | 5                       | 5                       |
| 9.           | Essential Digital Skills                    | 10                      | 8                       |
| 10.          | Entrepreneurship                            | 7                       | 4                       |
| 11.          | Customer Service                            | 5                       | 3                       |
| 12.          | Getting Ready for Apprenticeship & Jobs     | 8                       | 5                       |
|              | <b>Total</b>                                | <b>60</b>               | <b>50</b>               |

#### **Key Learning Outcomes**

##### **Introduction to Employability Skills      Duration: 1.5 Hours**

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

##### **Constitutional values - Citizenship      Duration: 1.5 Hours**

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

##### **Becoming a Professional in the 21st Century      Duration: 2.5 Hours**

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

##### **Basic English Skills      Duration: 10 Hours**

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

##### **Career Development & Goal Setting      Duration: 2 Hours**

11. Create a career development plan with well-defined short- and long-term goals

##### **Communication Skills      Duration: 5 Hours**

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

##### **Diversity & Inclusion      Duration: 2.5 Hours**

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

##### **Financial and Legal Literacy      Duration: 5 Hours**

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

##### **Essential Digital Skills      Duration: 10 Hours**

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

**Entrepreneurship Duration: 7 Hours**

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

**Customer Service Duration: 5 Hours**

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

**Getting ready for apprenticeship & Jobs Duration: 8 Hours**

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

**Assessment Strategy**

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

| LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS  |  |             |
|---|--|-------------|
| S No.   | Name of the Equipment  | Quantity    |
| 1.  | Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed)<br>(all software should either be latest version or one/two version below) | As required |
| 2.  | UPS  | As required |
| 3.  | Scanner cum Printer  | As required |
| 4.  | Computer Tables  | As required |
| 5.  | Computer Chairs  | As required |
| 6.  | LCD Projector  | As required |
| 7.  | White Board 1200mm x 900mm   | As required |
| <i>Note: Above Tools &amp; Equipment not required, if Computer LAB is available in the institute.</i> |  |             |

### Marks Distribution

| Outcomes   | Outcomes Code | Total Th marks | Total Pr marks | Total OJT marks |
|--|---------------|----------------|----------------|-----------------|
| Communicate with supervisor  | HAC/1503/OC1  | 20             | 40             | 0               |
| Arrange the required raw materials and ingredients                         | HAC/1503/OC2  | 20             | 80             | 0               |
| Mix the ingredients and oxides to obtain the desired design colour pattern | HAC/1503/OC3  | 20             | 80             | 0               |
| Check colour quality and colour productivity standards                     | HAC/1503/OC4  | 20             | 80             | 0               |
| Demonstrate the silk screen printing process                               | HAC/1503/OC5  | 20             | 80             | 0               |
| Carry out reporting and documentation                                      | HAC/1503/OC6  | 20             | 40             | 0               |
| Ensure workplace safety and security SOPs                                  | HAC/1503/OC7  | 10             | 40             | 0               |
| Carry adequate waste management  | HAC/1503/OC8  | 10             | 40             | 0               |
| Maintain practices for Personal Hygiene at workplace                       | HAC/1503/OC9  | 10             | 20             | 0               |
| OJT  | HAC/1503/OC10 | 0              | 0              | 300             |
| Employability SKill  | DGT/VSQ/N0102 | 50             | 0              | 0               |