



Gujarat Council of Vocational Training Gandhinagar



1. Name of Course:

**Retail, Computer fundamentals,
Soft skills for Persons with Disability**

N.C.O. No. for Skills Covered:
(Please refer National Classification of
Occupations -2004 available
on www.dget.nic.in)

2. Engineering OR Non-engineering: Non Engineering

3. No. of students per batch: 30

4. Duration in Hours. : 576 Hours (12 weeks)

5. Duration in Month: (Theory) 432 hours @ 36 hours/Week.

Duration in Month: (Practical): 144z hours @ 12 hours/Week.

6. Examination Scheme:

No.	Name of Subject	Teaching Hours during full course.		Maximum Marks. (Excluding Sessional)	Minimum Marks required for Passing (Excluding Sessional).	Sessional Marks if any.
		Theory	Practical			
Subject-1	Retail	224	192	50	20	
	Basics of English, computers and soft skills	80	80			
Subject-2	Practical			150	90	

7. Entry qualification for Trainee:

Minimum entry qualification (Essential):	8 th Pass in 10+2 system,
Desirable:	10 th Pass in 10+2 system

8. Minimum qualification for Trainer:

Minimum qualification (Essential):	Graduate in any discipline, preferred with experience in Retail Sector
Desirable:	Diploma in Computers

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Sr. No	Name	Organization	Designation	Tech qualification	Experience in years	Signatures
1	Dr Bhushan Punani	Blind People's Association (BPA)	Executive Director	PGDM, PHD	33 years	
2	Mrs Nandini Rawal	Blind People's Association (BPA)	Project Director	MBA	31 years	
3	Mr KL Pandya	KVK PH Vastrapur	Co-ordinator	Diploma in Textiles	33 Years	
4	Mr. Atul Kumar	B2X Service Solutions Pvt. Ltd	Manager HR	MBA (HR)	6 years	
5	Ms. Anju Gulati	Blind People's Association	Volunteer to train differently abled students	M.Sc Bio-chemistry, B.Ed	25 years	
6	Ms. P. Shailaja	Youth4Jobs	Associate	MA	20 years	

10 Skills of trainees at the time of assessments and certification

- Complete knowledge of Retail industry and its functioning
- Functional spoken and written english skills
- Computer typing skills
- Knowledge and awareness of life skills and interpersonal skills
- Computer skills, ms office including documents, emails etc
- Searching info on the net





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11. Approximate cost of Tools
/ Equipments / Machinery for
Starting one batch of the course:

Rupees 6,50,000

Reference Year
2015

12. Area required for practical / Workshop for one batch.

500 Sq. Meter

13. Minimum Power connection required

5 K.W.

14.1 No of items in Standard list of Machinery:

Sr. No 1 to7

14.1.1. Page NO from 4 to 4

14.2 No of items in Standard list of Shop outfit:

Sr. No 8 to 29

14.2.1. Page NO from 4 to 5

14.3 No of items in Standard list of Trainee Toll-Kit:

14.1.1. Page NO from ___ to ___.

***** FOR OFFICIAL USE *****

Approved by GCVT in Governing Body meeting on

: 10-12-2015

Syllabus implemented w.e.f. admission session

: next session

Revision History :

1. Revision No..... Revision Date.

2. Revision No..... Revision Date.

3. Revision No..... Revision Date.





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Standard List of Machinery - Equipment / Shop-outfit / or Trainee Toolkit

For Trade of: Gems & Jewellery, Computer fundamentals, Soft skills for Persons with Disability

Sr. No.	Description of Item with detailed specifications	Item type i.e. Machinery / Equipment OR Shop Outfit OR Trainee Toolkit	Quantity Required per one Batch of Students	Quantity Required per one Batch of Students for Instructor	Total Quantity Required (Total of previous two columns)
1.	Computers	Equipment	10	0	10
2.	Printer	Equipment	1	0	1
3.	Duplex scanner	Equipment	1	0	1
4.	LCD projector	Equipment	1	1	1
5.	Steel cupboard	Equipment	1	0	1
6.	Table and chair for S.I.	Equipment	30	0	30
7.	White board	Equipment	1	0	1
8.	Shelves for Stacking Products	Shop Outfit	1	0	1
9.	Shopping Cart	Shop Outfit	1	0	1
10.	Signage Board	Shop Outfit	5	0	5
11.	Offer Signages	Shop Outfit	3	0	3
12.	End Cap	Shop Outfit	30	0	30
13.	Table (POS)	Shop Outfit	1	0	1
14.	Chair (POS)	Shop Outfit	1	0	1
15.	Poster (POS)	Shop Outfit	2	0	2
16.	Card Swiping Machine	Shop Outfit	1	0	1
17.	Mannequins	Shop Outfit	3	0	3
18.	Gondolas	Shop Outfit	1	0	1
19.	Display Photographs	Shop Outfit	25	0	25

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20.	Products	Shop Outfit	50	0	50
21.	Danglers	Shop Outfit	5	0	5
22.	Coupons and Vouchers	Shop Outfit	5	0	5
23.	Credit Notes	Shop Outfit	5	0	5
24.	Currency Notes of different Denominations	Shop Outfit	10	0	10
25.	Carry Bags	Shop Outfit	10	0	10
26.	Neck-Locks for Carry Bags	Shop Outfit	10	0	10
27.	Physical Bill Copy	Shop Outfit	5	0	5
28.	Photographs of tacked Notes	Shop Outfit	5	0	5
29.	Housekeeping equipments	Shop Outfit	10	0	10

(As many sheets as required should be used to accommodate all items)





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Name of Syllabus: **Retail, Computer fundamentals, Soft skills for Persons with Disability**

Sector: Retail

Terminal Competency :

Theory	Practical
<p>Retail Not just a salesman! A day in a Customer Care Associate's life</p> <p>Challenges faced in retail operations & how to overcome them Module: Retail in India. Evolution of retail in India,</p> <p>Retail formats Module: Retail Terminology</p> <p>Retail Terminology Module: Product Overview</p> <p>Product vs Brand . Apparel (Men, women & Kids) -Categories, products & key brands Electronics-Categories, product & key brands Grocery & F & B- Categories, products & keys brands.</p> <p>Structured store visit- with corresponding store visit report submitted Module:1 , 2, 3 of Retail Operations</p> <p>List of functions in the store Module: Customer Service</p> <p>GUEST conceptModule: Interacting with customers</p> <p>Handling customer queries, Handling irate customers, Handling product exchanges, Handling product exchanges Module: Cashiering</p>	<p>Computers skills</p> <p>Typing skills</p> <p>Computer fundamentals</p> <p>Desktop and laptops</p> <p>Software and hardware</p> <p>MS office and various computer functions and applications</p> <p>Word, Powerpoint, Excel etc</p> <p>Internet browsing</p> <p>Sending emails</p> <p>Google search, uploading and downloading files</p> <p>English:</p> <p>Pronunciation and Grammar and tenses</p> <p>Vocabulary and sentences</p> <p>Why learn english? Imporatance of english in today's world</p> <p>Basics and Using english- expressions, giving directions, greetings, questions and answers,</p>





Commercial mathematics

Issues faced as a cashier Module: Quick Service Restaurants

QSR formats overview (Guest Faculty)
Front of house (FOH) vs Back of House (BOH) (GF)

Handling customer issues-Wrong order, wrong bill, customer not happy with product/ service,

A/c not working, product out of stock, equipment not working etc Customer interaction-Greeting, order taking, serving the order, clearing the table & cheque presentation

Life skills

Personal hygiene
Grooming and standards
Postures- Dos and Donts
Honesty and integrity
Career aspirations, goal setting and career management
Money management, savings and Time Management
Habits for success
Values and ethics
Resume preparation
Facing interviews and communications skills

responses to questions,

Conversations in everyday situations

Structure thoughts and speak on a topic

Signature:

