

## **SYLLABI OF COURSES - OFFICERS**

### **Note - 1**

#### **Business Management**

Economic analysis and policy, Financial Reporting and Analysis, Organization Behaviour, Manufacturing & Materials Management, Marketing Management, Legal aspects in Management, Managerial computing, Business research methods, Logistics & Supply Chain Management, Project Management, Strategic Management, Industrial Marketing, Service Marketing, Human Resources Management, Communication & Presentation Skills, Financial Management, Sales and Distribution Management, Operations Management, Retail Management, Managing Conflicts & Negotiations, Entrepreneurship Development and Management Information System.

### **SECURITY**

### **Note - 2**

#### **Corporate and Industrial Security, Safety and Fire Protection Management**

Industry and security, Security survey and analysis, Physical security and management, Access control system, Security of information, Electronics in aid of security, Security of personnel, Duty deployment, Fire safety and fire protection, Intelligence, Strikes manifestation, Security of Plants, Offices and Monuments, Examination of scene of crime, Investigation, Medical first aid, Bomb threat situation, Crowd control, Fundamentals of public relations, Communication equipment and its management, Security of bank, Security of hotel, Computer in aid of security, Security of personnel, Labour laws, Role of private investigation, Establishment of private security agency and its marketing, Procedure and legal requirements for running a security agency. Fire prevention, Fire hazards, Fire fighting techniques and Portable fire extinguisher, Physics and chemistry of combustion., Hydraulics, Portable

chemical fire extinguisher, First stage firefighting equipment, Hose and hose fittings, Breathing apparatus, Foam and foam making apparatus, Ladders, Ropes and lines, Water relaying fire prevention, Fire alarm detection systems, communications, Fire insurance, Building construction, Investigation of fire, Arson investigation, Fire safety of hazardous chemicals, Environmental safety (Eco friendly fire fighting system), Preparing for fire emergency, Fire service legislation, leadership and management. Parking and traffic management in Industry, General Management, Organisational Behaviour, Disaster Management and Business, The Payment of wages act, 1936, The Industrial Disputes act, 1947. The Minimum wages act, 1948, The Employees, Provident funds and Miscellaneous Provision act, 1952, The Payment of Bonus act, 1965, The Contract Labour (Regulation and Abolition) act, 1970, The Payment of Gratuity act, 1972, The Equal Remuneration act, 1976, The inter- state migrant (Regulation of employment and conditions of service) act, 1979, Wage structure calculation.

## **MODULAR MANAGEMENT**

### **Note - 3**

#### **Supply Chain Management**

Marketing Channels, Types of channel structures, Principles of channel Design, Managing Channel Partners, Conflict Management, Introduction to International Retail formats, Order Processing Systems, Types of Inventory Management, Transport System.

**Note - 4****Independent Directors Course**

Corporate form of Organisation – its functions, Characteristics, legal and managerial perspectives, Board of Directors- role and responsibilities, corporate governance-principles and practices, Functions of Audit and other board committees, Financial statements and financial performance (to be covered in depth), Value creation and share value management, Corporate strategies, Capital markets, Stock exchange listing and listing regulations, Governance issue in private and public sectors, Corporate collapse and failures, Enterprise risk management and Corporate Social Responsibility (CSR).

**Note - 5****Retail Management**

Retail Concepts and Environment. Principles of Retail selling, Effective Stores management, Effective inventory planning and control, Retail marketing and brand management, Promotional planning and execution, People management in retail, Supply chain processes and their vital importance to the retail industry, Vendor selection, Development and performance analysis, Consumer behaviour, Customer relationship management, Hiring, Training & retaining manpower in retail business, Principles of visual merchandising and space planning, Retail technologies available and its application.

**Note - 6****Management of Academic Institutions**

Institutional level management, management of education and role of state policies, inventory management & budgeting, maintenance of records & registers, time table management, handling accidental situations, general overview of all national level advisory & regulation bodies, arrangement & organization of co-curricular activities,

school function, sports day, annual day, carnivals, fete, seminars, conferences, hobby clubs & academic clubs, management of school auxiliary services, canteen, mess, hostel, transport, security, bookshop, uniform shop, general sanitation & health education.

**Note - 7**

**Business Excellence through six Sigma (ASQ Six Sigma Black Belt International Level)**

Structured problem solving, Analytics, Software technologies for analytics, Leading teams, project based approach, Team Management (Min Criteria - Technical degree in engineering/ technology/ BE/B Tech/ or BSc MSc Science/ Maths)

**Note - 8**

**Seafaring**

Personal Survival Technique, Fire Prevention and Fire Fighting, Personal Safety & Social Responsibility, Proficiency in Survival Craft & Rescue Boats, Advance Fire Fighting, Radar Observation Course, Automatic Radar Plotting Aids, Medicare, Master's Refresher and updating Course, Global Maritime Distress & Safety System, Radar, APRA & Navigation Simulator Course, Ship Security Officer's Course

**Note - 9**

**Human Resource Management**

The overall role of the HR function, Personnel management, Objectives of HRM, Industrial Relations, Training and Development, Performance Appraisal and Management, Employee Compensation System, Collective Bargaining, Strategic Human Resource, Cross Cultural Management, Organisational Change and Development, Organisational Structure and Design, Managerial Counseling, Group Behaviour in Organisation Project Work, case studies.

## **Note - 10**

### **Export and Import Management (EXIM Management)**

Introduction to Global Marketing, Management Orientations, The Global Economic Environment, The world economy – An overview, Economic systems, Stages of Market Developments, Lessons from the Global Market place, Balance of Payments, Trade Patterns, Regional Market characteristics and preferential trade agreements, The World Trade Organisation and GATT, The political, legal and regulatory environments, Exporting, Importing and sourcing key export participants, Requirements for export marketing, Export Financing and methods of payment, National policies governing Exports and Imports, Sourcing/ importing.

## **Note - 11**

### **Event Management**

Types of Events : Business Meetings , Launch of New products, Performance review meeting, High profile events like IPL, Trade Meetings/Fairs, Concerts & Award Ceremonies. Planning Considerations : SWOT Analyses venue selection, props, contingency plans, security & fire fighting, publicity, etc. Threat analysis and ensuring the success of the event. Execution of Events : Venue preparation & decoration, back and activities, Liaison with civil administration, Crowd & traffic management, etc., Periodic reviews and tackling impromptu situations, Time and stress management with activities. Post event analysis and follow up action.

## **Note - 12**

### **Jet Transition**

Jet Engines Theory and ops, High Speed/ high altitude flight consideration, introduction to modern glass cockpit layout, philosophy, CRM in a Multi Crew Cockpit environment (MCC), IFR procedures using Jeppesen Aviation/ airport instrument

approach charts, Essentially, making the pilot ready for the civil aviation oriented, modern multi-engine, multi-crew jet cockpit ops, Emphasis being the 'hands-on' training in the Twin-Jet Flight Simulator.

## **SYLLABI OF COURSES- JCOs/OR & EQUIVALENTS**

### **SECURITY COURSES**

#### **Note - 14**

#### **Assistant Security Officer Course at Regimental Centres (4 Wks duration)**

Historical perspective of security, principles of industrial security, organization of industry, security of personnel, security of materials and information, physical security, problems of industrial security, organisation and duties of an industrial security force, prevention of fire in the industry, planning for security, documentation in industrial security and safety, investigation, industrial unrest, sabotage and bomb threat in the industry, electronics in industrial security, industrial security and law, liaison with civil police, disaster planning and emergency control, industrial security and industrial safety, hotel security, bank security, medical first aid, classes of fire, basic fire prevention and protection, first aid fire fighting equipments, uses and maintenance of extinguishers electronic security and surveillance, electronic access control, electronics monitoring, communication skills, environmental awareness post retirement and preparation of CV's as per DGR's format.

Job Prospects - Security supervisors/ Guard at various Corporate Houses, Shopping Malls, PSUs, Hotels etc.

### **Note – 15**

#### **Facility Management Course on Security**

The course will broadly cover trainings on Basic Security – Types of Equipment, Intrusion Detection, Access Control, Disaster Management including Fire Fighting, Computer Basics, practical exercise, compliances, X-BIS Screener- Logic of X-Ray Interpretation, Ex-Ray Image interpretation practice on Simulator, CCTV Supervisor – Skills for conducting Pro-Active Surveillance. The course will further cover specialized training in any one of the following fields :-

- Warehouse and Shopping Malls Security Management, Airport and Five Star Hotel Security Management

Job Prospects – Jobs in Malls, Hotels, Infrastructure Industry, Airport etc.

### **Note - 16**

#### **Aviation/Tourism & Hotel Security (12 Wks)**

The Elements of Security Officer, Security and Law, Physical security and Perimeter Control, Surveillance systems in Hospitality Industry, Security Procedures covering Hotel, Guests and Hotel Asset Protection, Computer security, Emergency Management in Hotel Industry, Event Control Management, Practical demonstration at Hotel. Concept of Modern Tourist, Tourist packaging, Venue Selections, Modes of Tourism – Pleasure Tourism, Religious Tourism, Adventure Tourism, National and International Tourism and Circuitory Tourist Guiding, Bookings, Hotels, Rail/Roads and Airways and Registration as Tourist Facilitators.

Job Prospects - Tourism and Hospitality Industry, Bookings in Hotels/Airlines.

## **FIRE AND SAFETY**

### **Note - 17**

#### **Fire and Industrial Safety Management**

Fire prevention, fire hazards, fire fighting techniques and portable fire Extinguishers. Physics and chemistry of combustion, hydraulics portable chemical fire extinguishers, first stage fire fighting equipment, fire pumps, hose and hose fittings, breathing apparatus, foam and foam making apparatus, ladders, ropes and lines, standard test for fire service equipment, water relaying fire prevention, chemical fires, practical fire fighting, ammunition and explosives, salvage, small gears and miscellaneous equipment, means of escape, electricity, gas and dust explosion, building construction investigation of fire, arson investigation, resuscitation (Medical first aid) in the industry, automatic fire detection cum control, high rise buildings and means of escape. Electrical fires, their causes and suitable fire fighting systems for them. Fire safety of hazardous chemicals, nuclear fire safety, environmental safety (Eco friendly fire fighting system), preparing for fire emergency, fire service legislations, leadership and management.

#### **Practical**

Demonstration and operation of fire extinguishers, General maintenance, procedure and standard tests, Standard hose drill, practice of cleaning, drying repairing and testing under varying pressure, details of hose tower and its requirements, standard ladder drills, demonstration and practice of rescue using extension ladders, their care, maintenance and tests. Standard pump drills, operation of pumps, testing care maintenance and standard test. Practice of all movements of squad drills, work of command and instructional practice of all movements. Knots and lines.

Job Prospects - Fire Services in PSUs and Private Sector.



## **Note - 18**

### **Sub Fire Officer**

Fire prevention, fire hazards, fire fighting techniques and portable fire extinguishers, physics and chemistry of combustion, hydraulics, portable chemical fire extinguishers, first stage fire fighting equipment, fire pumps, hose and hose fittings, breathing apparatus, foam and foam making apparatus, ladders, ropes and lines, standard test for fire service equipment, water relaying, fire prevention, chemical fires, practical fire fighting, ammunition and explosives, salvage, small gears and miscellaneous equipment, means of escape, electricity, gas and dust explosion, building construction, investigation of fire, arson investigation, resuscitation (medical first aid) in the industry, automatic fire detection cum control, high rise building and means of escapes, electrical fire, their causes and suitable fire fighting.

Job Prospects - Sub Fire Officers in Fire Services of PSUs and Private sector.

## **Note - 19**

### **Advance Diploma in Fire and Industrial Safety**

Physics and chemistry of combustion, classification of fire and extinguishing media, portable fire existinguishers, foam and foam making eqpt, breathing apparatus, fire protective clothing, ladder, ropes and lines, bends and hitches, small gears. Pumps and primers, water tender and special appliances, water relay system, hydraulic, automobile basics. Importance of industrial safety, causes of accidents & their preventive measures, safety policy, safety and loss control, work permit system, fire prevention and industrial safety. Fire alarm systems, detection and communication, fixed fire fighting systems. Fire station and organization, duties of fire station staff, paramedics and first aid.

Job Prospects - Sub Fire Officers in Fire Services of PSUs and private sector

**Note - 20**

**Diploma in Fire Safety Management**

Fire Safety Foundation, Safety Policy, Organising for Safety, Safety Culture, Principles of Risk Assessment, General principles of Control, Principles of Fire and Explosion, Causes and Prevention of Fire, Fire Protection in Building, Safety of people in the event of a fire, Monitoring, auditing and Reviewing fire safety systems, Reactive Monitoring – Reporting, Recording and Investigation, Environmental Impact of Fire, Fire and Assessment.

Job Prospects - Fire Services in PSUs and Private Sector.

**AIRLINE SERVICES**

**Note – 21 Airline Cargo and Courier Management**

Introduction, glossary of terms, preparation of airway bills, acceptance, transportation and despatch of cargo, delivery of cargo, carriage of domestic and international cargo, stores consignment note, codification of cargo rates, domestic rates, service and related charges, carriage of dangerous goods, line animals, perishable items like flowers, vegetables, valuable cargo and its storage , human remains, other special cargo, claims for lost/damaged cargo, security instruction for cargo, documentation, visit to a cargo handling site test and feed back.

Job Prospects - Jobs in Aviation/ Cargo Industry

## **COMPUTER AND IT**

### **Note - 22**

#### **Computer Concepts (DOEACC CCC) at Regimental Centres (4 Wks duration)**

Introduction to Computer, Introduction to Windows, Basic DOS Commands, Elements of Word Processing, Spreadsheets, Computer Communication and Internet, WWW and Web Browsers, E-mail, Making small presentation etc (Basic Course on Computers), Participants can appear for DOEACC Certification.

Job Prospects – Jobs in IT firms/ data entry / assistants to senior executives

### **Note - 23**

#### **Advance Microsoft Office**

Fundamentals of Computer – Introduction, Input/Output & Processing, Memory Device, Types and Characteristics of Computer, Windows XP Overview – Basic Terminology, Desktop settings & control panel, MS. DOS, Ms. Paint, WordPad, Accessories & Multimedia, E-mail & Internet – Introduction, Search Engine, Surfing Web Pages, Basics of Social Networking Site, System Utilities – General introduction & Antivirus utilities, Application Software – Microsoft Word 2010, Microsoft Power Point, Microsoft Excel, Microsoft Access, Practically Performed Activities – Windows Seven Overview, Burning CD/DVD, Basics of Audio/Video editing, Fundamentals of Hardware & Networking, Formatting Hard disk, Installing Windows.

Job Prospects – Database Administrator, System Engineer

### **Note - 24**

#### **DOEACC 'O' LEVEL**

IT Tools and Business System, Internet Technology and Web Design, Programming and Problem Solving through 'C' Language, Application of .NET Technology, Introduction to Multimedia, Introduction to ICT Resources, PR Practical.

Job Prospects - Assistant Programmer, Web Designer, Lab Demonstrator, EDP Assistant etc.

### **Note - 25**

#### **Microsoft Certified Professional**

**MSCE Module (Server side)** on networking systems: Managing and Maintaining a Windows Server 2003 Environment (Exam 70-290) Managing and Maintaining Physical and Logical Devices, Managing Users, Computers, and Groups, Managing and Maintaining Access to Resources, Managing and Maintaining a Server Environment, Managing and Implementing Disaster Recovery, **MSCE Module (Client side)** : Deploying Windows 7, Configuring Hardware and Applications, Configuring Network Connectivity, Configuring Access to Resources, Configuring Mobile Computing, Monitoring and Maintaining Systems that Run Windows 7, Configuring Backup and Recovery Options

Job Prospects - Managing Window servers in large Corporate Houses & EDP Managers.

**Note - 26**

**Certificate Course in Computer Application and Accounting Management**

Computer Fundamentals, MS Word, MS Excel, Photoshop and its applications, Frontpage, Accounting through Tally, Project and Dissertation, Practical Training

Job Prospects – Design brief from Client, Entrepreneurship in DTP/ photo design, web design, Accountant with firms.

**Note - 27**

**Financial & Controlling**

Introduction, Meaning, defining & assigning the organization structure in Finance, in Logistics, in Purchases, in Sales, Financial accounting basic setting, General ledger basic settings, posting the transactions using different applications, open item management, foreign currency, bank accounting, accounts receivable, accounts payable, advance configuration steps, dunning, bills of exchange, interest calculation, taxes, asset accounting, continuation of asset accounting, controlling, cost element accounting, cost center accounting, internal orders, profit center accounting, profitability analysis, product costing.

Job Prospects - Business Manager, Business Management

## **Note - 28**

### **CHM 'O' Level**

**Electronics Component and PC Hardware (CHM-O1)** -Introduction to Computer, Electronic Component: Active and Passive Component, Circuit Analysis, Connectors, Relays, Switches and Panel Components, Digital and Integrated Circuits, Semiconductor Memories, Power Supplies, Tools and Aids for Maintenance, Types of PCB's and Soldering techniques., Do's and Don'ts of PC Maintenance. **PC Architecture (CHM-O2)** -Introduction to Microprocessor/ Microcomputers, Pentium class of processors, PC/AT Motherboards, Buses & Ports, Display Cards & Monitors, Drive Systems, Introduction to Preventive & Breakdown Maintenance. **Computer Peripherals and Networking (CHM-O3)** - Scanners and Video cam, Printers, Plotters and their Troubleshooting, Multimedia and other Components, Networking, Introduction to NAS & SAN, Transmission media & networking connectivity hardware, CAT 5 & 6 structured cabling, crimping, General troubleshooting & maintenance. **System Software, Diagnostic & Debugging Tools (CHM-O4)** - Basics of Operating Systems, Installation and Administration of WINDOWS 2003 and Linux, Taking Care of System Health & Debugging, Back, Installation in a Client Server Model, Introduction to Internet, Connectivity and Peripheral Configuration, Various Antivirus Software and their Installation. **Introduction to scripting language like ASP, JSP, PERL etc.** - Personality Development and Communication Skills(CHM - O5), Communication Skills, Public Speaking, Time Management, Stress Management, Interview Skills, Customer Focus.

Job Prospects - Automation & System Engineers, Computer Maintenance & Customer Care Services, Self-Employment.

**Note - 29**

**Book Keeping & Accountancy Using Tally**

Accounting - meaning, objectives and basic terms, theory base of accounting, origin and recording of transaction, trial balance and errors, financial statements, trading account, profit and loss account and balance sheet, depreciation, reserves and provisions, bills of exchange, accounts of non-profit organizations, accounts from incomplete records, computer awareness, introduction to computers, meaning and features, fundamental of computers, operating system, role of computer in accounting, flow-chart, types of process in relation to accounting system such as spread sheet, database and work processor, accounting package tally- use and practice.

Job Prospects - Book Keeping and Accounts work in civil firms or with Chartered Accountants.

**Note - 30**

**Desk Top Publishing**

Introduction to computers, Windows, Adobe Page Maker, Corel Draw and Adobe Photoshop.

Job Prospects - Computer clerks in PSUs/ Pvt Sector, Self Employment.

### **Note - 31**

#### **Laptop PC, Computer Hardware and Networking**

Basic electronics, computer fundamentals, input and output devices, memories, processors, microprocessors, various types of motherboards, key boards, display cards, agp cards, sound cards, modems, network cards, TV tuner cards, webcam, usb devices, floppy drives, CD-ROMs, DVD ROMs, CD Writers, DVD writers, assembling and re-assembling all cards. Hard disk drives ,hard drive partitions, installation and introduction of operating systems, installation of various device drivers, installation of software, introduction to internet and e-mail, introduction to LAN fault finding techniques and repairing, introduction to concept and working of viruses, ad wares and spy wares-their prevention and removal, switch mode power supply and repairing, upgrading computers, Networking architecture, connectivity media-cabling, osi model, LAN protocols, connectivity devices and wan protocols.

Job Prospects - Computer clerks in PSUs/ Pvt Sector or self employment.

### **Note - 32**

#### **Networking & Managing Routers & Switches**

Advance Networking (N+): Networking Fundamentals; Transmission Media; Transmission Media Connections; Networking Models & Protocols; Networking Management System; Planning Network Installation; Installing the Network; Network security & Backup Systems; Troubleshooting Network Problems. CCNA : Basics of Networking & Design of simple networks; Describe network communications using layered models; Understanding protocols with layered approach; understanding TCP/IP and UDP; IP addressing and subnetting; VLSM, FLSMCIDR and summarisation; Perform an initial configuration on a router; How to configure Cisco



routers; Evaluate the characteristics of routing protocols & routed protocols; Advanced implementation of routing protocols; Configure routing protocols given user requirement; Develop an access list to meet user specifications; Describe the Spanning Tree process; Evaluate key characteristics of WANs; IOS Back up & Password breaking technique of routers & switches; Identify Security threats to a network and describe general methods to mitigate those threats; Project report and Seminar report submission

Job Prospects - Management of Networking of large firms, Self Employment, Network System Administrator, Senior Faculty

### **Note - 33**

#### **Web Designing:**

Images and the Web, HTML Text Formatting, Adding links with HTML, HTML Tables, HTML Forms, HTML Frames, Interactive tools, Internet Security Management concepts.

Job Prospects - Web Designer, Self Employment, Web Administrator, Trainings faculty, Web content developer.

## **CERTIFICATE COURSE IN MANAGEMENT**

### **Note - 34**

#### **Business Management**

Economic analysis and policy, Financial Reporting and Analysis, Organisational Behaviour, Manufacturing & Materials Management, Marketing Management, Legal aspects in Management, Managerial computing, Business Research Methods, Logistics

& Supply Chain Management, Project Management, Strategic Management, Industrial Marketing, Service Marketing, Human Resources Management, Communication & Presentation Skills, Financial Management, Sales and Distribution Management, Operations Management, Retail Management, Managing conflicts & negotiations, Entrepreneurship Development and Management Information System.

Job Prospects - Supervisory posts in Corporate Houses, MNCs.

### **Note - 35**

#### **Supply Chain Management**

Marketing channels, types of channel structures, principles of channel design, managing channel partners, conflict management, introduction to international retail formats, order processing systems, types of inventory management and transport system.

Job Prospects - Corporate Sector, MNCs.

### **Note - 36**

#### **Logistic and Shipping**

English and business communication, customs, warehousing and inventory management, fundamentals of logistics, introduction to shipping, international business management, shipping business, port agency, linear trade, dry cargo chattering, transportation and distribution management, freight forwarding, stevedoring and port ops.

Job Prospects - Shipping Industry, Seaports.

### **Note - 37**

#### **Logistics and Transport Management**

Introduction to Logistics, Introduction to Transport Industries, Customs, warehousing and inventory management, Fundamentals of logistics, Transportation and distribution management, Transportation channel system and wholesaling, Communication process, Vehicle Tracking System

Job Prospects - Manager/ Supervisor – Logistic, Transport, Warehouse, Transport Hub Fleet etc

### **Note - 38**

#### **Corporate Office Management**

The Modern Office, Its Organisation & Management – Nature and Functions of Office, Office Management – Scope and Principles, the Office Manager, Planning Physical facilities for office – Office accommodation, location, office layout, working environment, Providing General Office Services – Office Systems and Procedures, Records Management, Office Communication System, Office Machines, Office Supervision, Controlling Office Costs – Work measurement, standards and control, Cost reduction & cost saving, Office Reports and Data, Office Personnel Function – Nature and Scope of Office Personnel function, Systems of remunerating office personnel, Office Personnel Relations

Job Prospects – Corporate Sector, MNCs.

### **Note - 39**

#### **Diploma in Material Management**

Management Principles, Human Resource Practices, Quantitative Methods, Business Economics, Accounting and Finance, Information Technology, Supply Chain Management, Inventory Control, ABC Analysis, PERT & CPM, Store Management, Invoicing, Pricing, Just on Time Inventory, Japanese System of Inventory Management, Packing & Dispatching of goods etc.

Job Prospects - Retail Chain Organisations, Industries and other logistics concerns.

### **Note - 40**

#### **Marketing & Sales Management**

Marketing – An overview, evolution of marketing and approaches to its study, marketing concepts, the marketing system, marketing processes and extra micro-environmental factors, marketing management, marketing organizational structure, market analysis, consumer demand and segmentation, consumer behaviour and buying motives, consumer decision making, product planning and development, product related strategies, pricing policies and strategies, marketing research, physical distribution, marketing channels, distribution channel system and wholesaling, marketing. Channels – Retailing, promotion of marketing, communication process, advertising management of sales force/personal selling, sales policies, business ethics and marketing organization. Discount and prices, distribution and relation with other distributors, publicity, attitude towards customers and consumers, attitude towards competitors, attitude towards employees of the business, how retailers should be helped to resell, window displays and window dressing and principles of window display.

Job Prospects – Marketing & Sales Supervisor in Corporate Sector, MNCs.

**Note - 41**

**Retail Management**

Retail concepts and environment, principles of retail selling, in-store customer service and after sales service, basic principles of retail marketing, store operations, management and supervisory skills, essentials of store display, introduction to sourcing and purchasing, stores and inventory management, retail technologies (store level), case studies in retail management - international and domestic, soft-skills attitude, interpersonal skills, communication and interview skills.

Job Prospects - Corporate Houses, MNCs.

**Note - 42**

**Facilities Management**

Gain an insight into Facilities Management and understand Global trends; Recognize and respond to the significance of context, organisation setting, people, process and time for facilities management; Optimize & advance Corporate Social Responsibility (CSR); critically evaluate leadership & process in Facilities Management.

Job Prospects – Corporate Sector, MNCs.

**Note - 43**

**Entrepreneurship and Small Business Management**

An introductory frame work, establishing a small enterprise, forms of ownership, financing small businesses, lease financing and hire purchase, working capital management, purchasing and inventory management, production and operation management, issues in small business marketing, small entrepreneur in international business, profit planning and budgeting, accounting for small business, growth strategies for small business, office organization for small business, sickness in small scale industries, institutional assistance to small scale industries policy support to small scale industries, business ethics and MRTP Act.

Job Prospects - Small Scale Industries/ Self-Employment.

**Note - 44**

**Small Business/Rural Entrepreneurship**

Scope and subject matter of Rural Entrepreneurship, Rural Entrepreneur, Entrepreneurship & Enterprise, Women Entrepreneurship & Rural India, Factors affecting Entrepreneurial Growth, Entrepreneurial Motivation, Entrepreneurial Comptencies, Rural Entrepreneurship Development Programmes (EDPs), Project Identification and Selection, Project Formulation and Appraisal (Preparation of Business Plan), Financing of Enterprise, Fundamentals of Management of Enterprise, Government Policy and Environment for Rural Entrepreneurship.

Job Prospects - Small Scale Industries/ Self-Employment

## **Note –45**

### **Assistant Administrative Executive**

Administration & Management of Enterprises, Administrative Executive – why and role, Reception of Guest, Coordinating, Maintenance of Premises, Tea Room Services, Caring for Appliances, Servicing of AC & Central AC, Maintenance, Celebrating Occasions, Petty Procurements, Liaison with Local Authorities, Maintenance of Company Vehicles, Communication Skills, Manners & Etiquettes, Records & Registers.

Job Prospects - MNCs, Offices, Hotels, Guest Houses, Farm Houses, Schools, Hospitals, Malls etc.

## **Note – 46**

### **Certificate in Business Entrepreneurship Development**

An introductory frame work, establishing a small enterprise, forms of ownership, financing small businesses, lease financing and hire purchase, working capital management, purchasing and inventory management, production and operation management, issue in small business marketing, small entrepreneur in international business, profit planning and budgeting, accounting for small business, growth strategies for small business, office organization for small business, sickness in small sale industries, institutional assistance to small scale industries, policy support to small scale industries, business ethics and MRTP Act.

Job Prospects – MNCs/ Self Employment

## **Note - 47**

### **Disaster & Emergency Management**

Principles of emergency management, Prevention, Mitigation, Preparedness, response, recovery, tools used at the time of emergency, types of disaster,

emergency or risk, Emergency management & training, Government and non government agencies, Maps, Ambulance & voluntary aid societies, search & rescue organizations, disaster relief agencies, Organisation of district authorities, role and task of DMs, ADMs, SDMs, SDOs and BDOs related to flood relief and disaster operations, case studies.

Job Prospects - Manager Risk Reduction, Protect Coordinator, sales executive, etc.

**Note - 48**

**Store and Warehouse Management**

Functions, stores organization, stores location and layout, material identification systems, receipt and inspection, stores systems, preservation of stores, issue of stores, stores accounting and verification, inventory control, warehouse location and layout, facilities planning, stores house organization, warehouse security and safety management.

Job Prospects - Storekeeping in Pvt Sector, Warehouses.

**Note - 49**

**Dip Prog in Management of Industrial Cooperatives**

Organisational Structure & Business Development, Financial & Cost Accounting, Legal Structure, Communication & Organisational Behavior, Marketing Management, Financial Analysis, Project, Production & Inventory Management, Computer & Information System

Job Prospects – Industrial Cooperatives related fields,



**Note - 50**

**Diploma in Retailing & Showroom Management**

Retailing - An introduction, The concept of Departmental Stores/ Multiplexes/ Malls, The concept of specific product retailing stores, Retail sales person – duties, responsibilities and problems, Effective sales Talk – effective presentation and demonstration – overcoming objection, closing the sales, Window display – lighting and illumination, interior display, Advertising and sales promotion, press advertising, outdoor advertisement, Inventory management and accounting, public relation, Art of Salesmanship, Study of Buying Motives, Handling variety of Customers, Distribution : Importance and Methods, Theft in Retailing and Security Management.

Job Prospects - Retailing outlets, Departmental Chains, Commercial multiplexes food, super stores, convenience stores and supermarkets and showrooms.

**Note - 51**

**Library & Information Science**

Library Classification, Library Cataloguing, Computer practical.

Job Prospects – Library/ Colleges/ Schools

## **VOCATIONAL AND TECHNICAL**

### **Note - 52**

#### **Certificate in Photography, Videography and Video Editing**

The course is structured to give basic knowledge of Photography and latest equipment in the field, provide hands on experience in handling of TV/Video equipment and cameras, impart skills in Editing, provide an overview of graphic design vis-à-vis new technologies, discuss techniques in handling text & typography, image manipulation, conventional photography, photographic and digital techniques.

Job Prospects - Jobs with TV Broadcasting Companies, Documentary Film Unit etc.

### **Note – 53**

#### **Marine Engg Officer (MEO) Class IV Course**

Comprehensive 'Training cum Placement Programme' consisting of MMD examination and award of Certificate of Competency by DG Shipping, Reserving berths in PSUs like SCI (Shipping Corporation of India) and DCI (Dredging Corporation of India) for on 'job training', Award of CDC (Continuous Discharge Certificate) by Shipping Master.

Job Prospects – As outlined above.

### **Note - 54**

#### **Seafaring**

Personal survival techniques, personal safety and social responsibility, fire prevention and fire fighting, medical first aid, oil tanker familiarization.

Job Prospects - Merchant Navy

### **Note - 55**

#### **Aircraft Maintenance Engineering (DGCA Exam)**

Aircraft rules and regulations, engineering and maintenance practices, metallurgy, electrical and radio instruments, aircraft engine, material, aero dynamics, structure, inspection, piston, engine and communication system. Basic Principles of Flight, Theory & Practical of Aero Engines, Airframe, Instrumentation, Radio and Navigation Aids, Communication Theory, General Servicing Schedules of Aircrafts,

Job Prospects – Preparation of DGCA Exam & Employment in Aviation Industry.

### **Note - 56**

#### **JCB Operator**

Introduction to heavy earth moving equipment like JCB etc., their operations and an insight into their working and proper mode of operations.

Job Prospects - Civil construction market/ Infrastructure Sector.

### **Note – 57**

#### **Entrepreneur Development Programme in Power Electronics**

Track 1 - Basic Electronics, Analog Electronics, Digital Electronics, Track 2 - Power Supplies/SMPS etc, CVTs, Stabilizers/Transformers, UPS/Invertors, Details Study of

latest demand of power electronic instruments and future requirements, Workshop on Power Electronics Product, Track 3 - Managerial /Supervisory Skills, Market Research/sale, Project Report for business set up.

Job Prospects - Jobs with Power Electronics firms/ Self Employment

**Note – 58**

**Optic Fiber Network Construction and Operations & Maintenance**

Why are you important, Project Management, Optical Network Basics, Specifications and Scope of Work, Route Planning & Survey, Right of Way, Liaison with various Authorities, Organisational Handling, Service Level Agreement, Insurance, Material Management, HDPE Ducts & Accessories, Cable Construction & Accessories, Safety First, Meeting, Execution Time Calculation, Contractor Management, Installation, Critical Issues, Better organized work place, Billing, Study of all Test Equipments, Key Result Area, Techniques of Project Cost Reduction, Achieving Customer Satisfaction, Network Techniques (PERT/ CPM), Quality Assurance, As Built Drawing, Handover, Acceptance Test, Laboratory, Exercises, Actual Field Visit, Visit to Cable Manufacturing Plant, Link Budget Calculation, Preventive Maintenance, Operational Planning, Planned Event Maintenance.

Job Prospects – Mobile Communication firms laying 3G/4G Optical fiber cables.

**Note – 59**

**Solar Power Plant Erection, Repair & Maintenance**

Selection of sight, Civil Works, Procurement of selection of solar panels, Mechanical/ Structural Engineering, Electrical, Fire and Safety Precautions

Job Prospects - Employment/ Self Employment opportunities - After completing this course, the employment opportunities are wide open as operational area is double in size. Individuals can also start their own establishments with minimum investment and can go large

**Note - 60**

**AC & Refrigeration**

Trade theory, workshop science and calculation, workshop technology, commercial air-conditioning system, domestic air-conditioning system, domestic refrigeration systems, frost-free refrigeration systems, split air-conditioning system, foremanship etc/.

Job Prospects - Jobs in private sector in AC & Refrigeration/ Self-employment.

**Note - 61**

**Service & Repair of Automobiles**

Machine drawing/isometric views/use of fasteners/locking devices; Induction & safety training; Identification of major assys; General theory of auto engine; Petrol engine & its fuel system; Diesel engine & its fuel system; CNG & LPG engine, Cooling system, Lubrication system, Transmission system, Steering System, Suspension system, Brake system, electric/ac system; trouble shooting/defect rectification, computer application.etc

Job Prospects – Automobile Industry/ Self Employment.

## **Note - 62**

### **Service Technician for TATA Motors**

Theory (20 days) Use of fasteners/locking devices, introduction and safety training, Identification of major assembly, General theory of Auto Engine, Petrol Engine, Petrol fuel system, Diesel engine, Diesel fuel system, CNG Engine, LPG Engine, Cooling System, Lubrication System, Transmission System, Steering System, Suspension System, Brake System, Electrical System, AC system, Trouble shooting/ defect rectification, Computer application – ECU, EDU Tata Scano CV & Intelligent tester & Practical Training (46 days)

Job Prospects - Automobile Industry/ Self Employment.

## **Note - 63**

### **Electrical / Electronic Technician**

Emf ohm equation, law, transformer construction and testing, cable and wires, overload line and line losses, circuit breakers and protective devices, lead acid battery, electricity in mines, motors and starters, electronics fundamentals, principles of radio power electronics, television working principle, common tools, magnetism, generation of electricity, motors, transformers, domestic appliances, wiring material, Table lamps , fans, mathematics, metal and alloys, engineering drawing, electrical symbols, circuit diagrams, Indian electricity rules etc. Electricity, Meyers, voltage sources, transformers, capacitors, semi-conductors, transistor, transmission, television, digital electronics computer etc.

Job Prospects - Jobs with Electrical Industry/ Self-Employment

**Note - 64****Repair & Maintenance of Electrical Home Appliances**

Basic Electricity- Resistance, voltage, current, ohms law, series circuit, parallel circuit, power, energy, magnetism, alternating current (AC), inductance capacitance, transformer, diode, transistor, relays. Principles of alternators/inverters- Electromagnetism, armature, field, types of windings, repair of inverter Electrical appliance repair and maintenance- Repair of heaters, oven, automatic press, mixer, washing machine, toaster, their maintenance and testing.

Job Prospects - Jobs with Home Appliances Makers/ Self-Employment.

**Note - 65****Repair & Maintenance of Radio, TV, DVD Players and Home Appliances**

Introduction to the field of electronics, electronics and laws, sources of power, resistance, generation of AC, laws of electromagnet, capacitors, combination of coils and capacitors, semiconductor, simplifiers, oscillators, modulation, block diagram of radio transmitter, block diagram of a radio receiver, super heterodyne radio receiver, tape recording, introduction and history of television receiver, c.r.t. functions, faults, symptoms and checking of serviceability of c.r.t. types of deflection, how picture is converted into signal functions of different sections/blocks, television controls, their physical and electrical functions, fault finding with the help of block diagram, power supply circuit diagram explanation, symptoms and faults remedial action, common section, circuit explanation, faults symptoms and remedy, sound section, circuit explanation, video section, frame section, line section, overall receiver explanation,

colour transmission, colour picture tube, luminance/chrominance signal, electronic r.f. tuner, v.i.f, s.i.f, saw filters, ceramic filters, circuits, audio output circuit.

Job Prospects - Jobs with Electrical Home Appliances Makers, TV Industry / Self-Employment.

### **Note - 66**

#### **Mobile Communication and Infrastructures**

Fundamentals of telecommunication, transmission lines used in telecommunication; signalling used in telecommunication, Pulse code modulation and its format, optical fibre communication, types of OFC and its use, antenna system modulation and diversity techniques, concept of Microwave communication, indoor and outdoor units of microwave communication earthing and electrical system at BTS site, introduction and architecture of GSM system, concept of drive test, introduction of CDMA and 3G mobile communication, test equipment used and their safety precaution, practical training on multimeter and site master, how to measure VSWR of feeder with site master and power meter and power sneser.

Job Prospects – Telecommunication Sector, Mobile Companies.

### **Note - 67**

#### **Mobile Repairing & Technology**

Basic electronics components, resistors, their colour codes, capacitors, their colour codes and faults, inductors and transformers, colour codes of inductors, semi-conductors, surface mounted devices, introduction to telephone, telephone system, local exchange, initiating a call, calling a number, making connection, answering a call conversation, ending a call, hook switches, transmitter, receiver, ringer introduction



to wireless phone system, cordless telephone(base unit, portable unit), mobile telephone, cellular mobile telephone service, paging system, future of the mobile telephone, WAP (wireless application protocol), GPRS (General Packet Radio Service), EDGE (Enhanced Data rates for global evolution), Blue tooth. etc

Job Prospects – Mobile Companies / Self-Employment

**Note - 68**

**BTS & MW Installation**

Module 1 – Basic concept of communication & fundamental (60 hrs), Module 2 – Field related theory (20 hrs) : Introduction & classification of Cell Sites, Introduction & classification of Cell Site Towers, Introduction & classification of Diesel Generator, Introduction & classification of Shelters, Introduction & classification of Power Interface Unit, Introduction & classification of Air conditioner Units, power plant, battery bank, Introduction of BTS & MW and functions of its various units, RF Survey of sites, pre-installation & post installation, Field related Practicals (40 hrs), Module 3 – Site Exposure & Familiarisation (60 hours)

Job Prospects - Jobs in Telecommunication Sector, Mobile Companies, Construction sites etc

## **HOSPITALITY AND TOURISM**

### **Note - 69**

#### **Tourism and Travel Agency Management**

Introduction and importance of tourism, geographical knowledge and map reading pertaining to tourism within India and abroad, Acquaintance with history and places of importance on the tourism map, Procedure for establishing a tourism agency and knowledge of policies of tourism development at national and international level. Passport, visa, ticketing, customs, forex regulations, banking and credit cards, legal and documentation procedure at airport, seaport, and inter state borders, execution of short and long circular tours in and out of India. Individual/group travels, reservation and accommodation in India and abroad. Conditions of carriage, reservation system and control procedure, air imp, ticketing format study, through documentation procedure, fares and fare construction, re-routing and re-ticketing, other transportation documents, MCO (Miscellaneous Charge Order), EBT (Excess Baggage Ticket), cancellation and refunds, general tariff.

Job Prospects - Tourism & Travel Industries

### **Note - 70**

#### **Security and Loss Prevention**

Security and the Lodging Industry; Security Equipment; Security Procedures covering guest concerns; Departmental Responsibilities in guest and asset protection; the Protection funds; Emergency Management; Risk Management and Insurance.

Job Prospects – Hotel Industry

### **Note - 71**

#### **Bar & Restaurant Supervisor**

History of catering, Food and Beverage outlets, Restaurant/Bar org, Staff behaviour and standards, Laying of dinner/bar table. Food/Bar menu card. Food/baverage order taking and serving, Knowledge on different types of food/alcoholic beverages served in Star Hotels. Mixing of different cocktails and mocktails, billing. Elementary knowledge on production and distillation of various alcohol drinks. Knowledge of cigar and service qualities of supervisor and taktics of staff management. Inventory control, accounting and billing.

Job Prospects - Catering and Hotel Industry

### **Note - 72**

#### **Hospitality Operations**

Food Production Operations, Food and Beverage Operations, Bakery & Patisserie, Accommodation Operations, Front Office Operations, Yoga & Stress Management

Job Prospects - Catering and Hotel Industry

### **Note - 73**

#### **Fast Food Management**

Introduction, Definition, use of cooking, methods of cooking, brief history of Indian food, culture and influences, Procurement of raw materials and preparation of local foods including snacks etc., dairy product milk, cheese, butter, cream, types & uses, breakfast, lunch, dinner-preparation and service, tools and equipment, introduction of food production and service, bakery basics and food costing, public relations, sales tactics and customers service, hospitality and honesty, safety and cleanliness,

purchase and estimation, cost accounting, billing and tallying, market survey, competition with cooperation.

Job Utility - Supervisor in the fast Food chains like Mc Donald, Pizza Hut, Subway, Café Coffee Day. Start own Fast Food outlet. Contract of managing cafeterias with MNCs.

#### **Note - 74**

##### **Bakery and Confectionery**

Ingredients, classification-perishables, Non-perishables, semi-perishables, Market survey of equipment and equipments selection, storage (Hygiene), use of equipment, preparation of Biscuits, Cakes, Icing, Pastry, Danish Pastry, Breads and Basic Procedure etc.

Job Prospects – Jobs with Bakers/ Confectioners/ Air Caterers/ Self-Employment.

#### **AGRI BASED COURSES**

#### **Note - 75**

##### **Dairy Farming**

This course has been split up into two parts, namely specialized course in dairy farming and specialized course on dairy products manufacture, the first part of the course of 6 days duration is designed for such personnel who have rural background. Training is imparted in basic technology, management criteria, , scientific advances and the mechanics of planned dairy farm with viable returns. Theoretical studies are given to the participant, inland cultivation, harvesting and conservation techniques

and the maintenance of the breeding techniques and the maintenance of the breeding efficiency for economic production viability this portion also includes practical study of advanced dairy farming practices under practical field conditions. The second portions of the course lasting for 19 days are designed for such personnel who are desirous of setting themselves in urban locations after retirement. The programme is designed to equip the participants with adequate understanding of the technology and skill required for handling of raw milk and the processing and safe for frozen products like flavored and sterilised milk and paneer. The theoretical and practical lectures are conducted on milk collection and testing, milk processing, products manufacture etc.

Job Prospects – Self-Employment, jobs with firms/companies dealing with dairy farming

#### **Note - 76**

#### **Food Processing & Preservation**

Overview of the recent trends in the Food Processing and Preservation industry in India and overseas. Understanding technologies and scientific break through of the industry. Practical learning and experience of different roles and areas of the sector. Learning from industry experts. Basic computer operations – MS office, internet etc.

Job Prospects – Self-Employment, jobs with catering firms, hotels, air caterers etc.

#### **Note - 77**

#### **Mushroom/Medicinal Plants Production**

The course covers all aspects of mushroom family and growing flowers with the best scientific techniques available so as to maximise commercial production.

Job Prospects - Self-Employment, jobs with firms/companies dealing with Mushroom/Medicinal Plants Production

## **MEDICAL AND HEALTHCARE**

### **Note - 78**

#### **Operation Theatre Assistant**

Managing the patients in and out of operation theatre, all the surgical instruments, their sterilization, arrangements of operation theater table, dressing table, anesthesia table, looking after the drugs required for surgery, anesthetic gases, drapes and all the lines and their sterilisation.

Job Prospects - Hospitals & Clinics

### **Note - 79**

#### **X-Ray and ECG Technician**

Anatomy physiology and related pathology, general physics and radiation physics, dark room techniques, radiography, radiography (special investigation) and radiotherapy, electrocardiography.

Job Prospects - Hospitals & Clinics

### **Note - 80**

#### **Health Sanitary Inspector**

First Aid Training, Home Nursing and elementary anatomy and physiology, Food and Nutrition, Prevention of food adulteration, Environment Sanitation and Sanitary engineering, Sewage waster disposal & treatment systems, night soil disposal system,

Communicable and Non communicable diseases (prevention and control), community health science, Public Health accounts, National Health programmes and their importance, health and death statistic, visit, project work, computer fundamental, MS-Office, Hardware introduction and normal fault findings.

Job Prospects - Hotels/ Hospitals/ Corporate Houses, PSUs & Health Clinics, Town Planning.

**Note - 81**

**Medical Lab Technician**

Cell structure and organelles, body fluid, composition of blood, plasma and their function, formation and function of rbc, wbc and platelets. Bloods groups and their significance, blood transfusion, hemoglobin and esr, function of spleen, cardiovascular system, respiratory system, digestive system, endocrines, reproductive system, excretory system, neuro muscular, muscle and nerve. **Bio Chemistry** – outline of carbohydrates, lipids, protein and nucleic acids with their metabolism, enzymes and vitamins, hormones, water, electrolyte and acid base balance, blood and csf, procedure used in bio chemistry.

Job Prospects - Hospitals & Clinics

**Note – 82**

**Information & Communication Technology**

Computer Basics, Storage Devices, DOS Environment & Commands, Basic Tools (Hardware & Software), Basic Electronic Components, Types of Memory, Soft Skills/Life Skills, Installation, Configuration & Troubleshooting – Computer Parts, Assembling PCs; Software Installation & Device Drivers, Computer Maintenance &

Virus Protection, Data Communication & Networks, Career Workshop, Soft Skills - Interpersonal Relations, Group Dynamics.

Job Prospects – Jobs with computer Industry.

**Note – 83**

**Diploma in Banking & Accounting**

Introduction to Book Keeping & Accounting, Accounting Vouchers, Accounting Equation & Double Entry Mechanism, Meaning & types of Cash Books, Subsidiary Books & Petty Cash Book & concept of balancing the accounts & pass book, types of errors & understanding the various processes of locating errors Project identification and selection, Understanding the purpose & format of Cash flow & Fund Flow Statements, Introduction & classification of Accounting Ratios, Depreciation, Amortization & Depletion, Bills of Exchange & Promissory Notes, Introduction to Partnership, Company & its characteristics, Mini project on Trial Balance & classification of Assets.

Job Prospects - Account Section of civil firms/ Jobs in Chartered Accountants' firms.

**Note - 84**

**Interior Decorator Course**

Introduction, Lines, Lettering, Dimension, Scale, Geometrical Fig, Principle of Design,, Orthographic projections, Anthropometrics, Isometric and Axonometric projection, Perspective, Fine Arts, Civil Construction, Furniture Factory, Office Project.

Job Prospects - Interior Design Firms/ Self-Employment



## **4 Weeks Courses at Regimental Centres Apart from ASO & DOEACC CCC**

### **Note – 85**

#### **Post Retirement, Management of Personal Finances & Investment Course**

Changed Environmental Awareness, Personal Documentation, Financial Management, Self Employment, Additional Qualifications, Competitive Skills, Transition into Uniform outfits. Social Net Working, Selection of Potential Employers, Continuous upgradation of skills and data. Introduction to Personal Finance, Handouts & Resources needed, The Financial Planning Process, What is important to you, What is your ideal Life Style, Acknowledge Financial Planning Process (Procedure), Study of Micro Economics, Matter or Scope of Micro Economies, Characteristics/ Features of Microeconomics, Uses/ Importance/ Advantages of Microeconomics, Disadvantages/ Limitations of Microeconomics, Factors influencing the gold price, Investment in Gold & Other, Investment in Property, Risk Management, Risk Analysis and Project Financing, Direct and Indirect Taxes in India, Role of an Insurance Agent, Effective Persuasion Through Good Communication, Using the Laws of Persuasion.

Job Prospects - Self Employment, Financial Advisors

### **Note – 86**

#### **Risk Analysis, Security Surveys and Security Audits**

Risk Analysis, risk assessment and evaluation, Formats for carrying out the security surveys, planning security surveys, preparing the survey reports, security audits, preparation of the outline and detailed security plan.

Job Prospects - Security Audit of Hotels, Corporate Houses, Malls etc.

**Note – 87**

**Labour Supervisin & Labour Law Compliance Course**

Labour Laws General, Philosophy of Labour Welfare, Historical Development of Labour Welfare, Labour Inspection System, Statutory Welfare Provisions, Voluntary Welfare Measures, Labour Welfare Funds, Apprentice Training, Social Responsibilities of Industry and Trade Unions, The Workman Compensation Act 1923, The Employee State Insurance Act 1948, Provident Fund and Miscellaneous Provisions Act 1952, The Maternity Benefit Act 1961, The Payment Gratuity Act 1972.

Job Prospects - Jobs in small scale to large scale firms employing labour.

**Note – 88**

**Certificate in Airline Reservations**

Introduction of Airlines Industry, Travel Documentation, Passenger Handling, Computerised Reservation System – Galeleo.

Job Prospects – Jobs in Tour & Travel firms, travel agencies looking for airline reservation assistants.

**Note – 89**

**Personality Development Course**

Introduction, Basics of personality, meaning & definition of personality development, types of personalities, aspects and importance of personality development, assessment of own personality, English speaking, communication skills, character, importance of character and behaviour in personality development, Speech importance, Body language, importance of time, Attitude, relation between attitude

and personality development, positive thinking, relationship between attitude and personality development, leadership skills, stress management, steps to develop a good/ strong personality, self awareness, personality development tips.

Job Prospects - Jobs in private sector,

### **Note – 90**

#### **Store & Warehouse Maintenance**

Introduction to store keeping, Security of Store house and custody of keys, duties of store keeper, Method of storing storage material, Store hygiene and care, simplification and standardization, stock levels, store records – Material receipt book to stock taking day, receipt and issue of materials/store – procedure of receipt, issue, dispatch and inspection of materials, material management – Definition, inventory control, ABC analysis, material handling – equipment maintenance and condemnation, prevention maintenance.

Job Prospects - Storekeeping in Pvt Sector, Tour & Travel firms, travel agencies, organizations looking for executives in Hotels, Guest Houses, Farm Houses, Malls etc.

### **Note – 91**

#### **Insurance Agent/ Advisor Course**

Introduction to Insurance, Principles of Life Insurance, Insurance Agency as a career, Premiums and Bonuses, Step for calculating premium, Underwriting, Life Insurance Products, Insurance documents, Policy Conditions, Claims, Group Insurance, Rural and Social Sectors, Organization Structure, Life Insurance Marketing, Role of an Insurance Agent, Personal Development, Laws and Regulations, Consumer Protection Act, 1986, Information Technology, Model Test, IRDA licensing, Mock Test.

Job Prospects – Jobs with Insurance companies/ self –employment.

\*Note : **The syllabi is only indicative.**