

1.Future of Work



At the end of this lesson, you shall be able to:

- identify the meaning of sustainable careers
- explore present work scenario and future of work
- learn and explore upcoming advancements in the industry.



The **Future of Work** is influenced by rapid change in technology. As technology develops, the way we work also changes. For example, 20 years back if you filled petrol to your vehicle, you could only pay by cash. 15 years ago the technology of card payments was introduced. 5 years back the card payment machines became very modern and slim. 2 years ago, apps such as BHIM UPI, Google pay, PayTM, etc., have changed the way in which we pay money. Now, think of the cashier at the petrol bunk. In the last 15 years, the cashier had to learn and adapt to 4 different ways of money transactions!

Hence, understanding that technology will keep evolving thereby making jobs undergo changes. What we learn today will need to get updated because the future of work will demand us to be aware of technology and developments in the job market.



(What I already K now)	(What I W ant to find out)	(What I L earned)



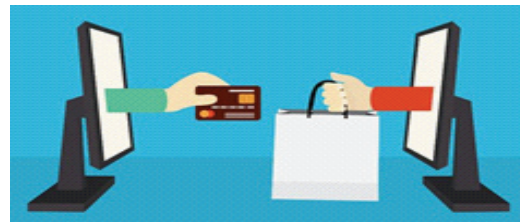
- a. The term sustainable refers to maintaining the quality and ability of something at a certain level. For example, sustaining a river means that we maintain the river in its present form, without letting it get polluted further. Sustainable is an important concept in the 21st century because the world is changing very fast and the environment is getting destroyed rapidly.
- b. A simple way to understand the concept of Sustainable Career includes:
- building the skills and mindset needed to develop your career in this fast changing world
 - imbibing key practices to keep our environment green and clean
 - being open to change and developing oneself as technology and economy change the job market.
- c. When you grow in your career or start a business or become self-employed, it is very important to keep in mind the skills needed to sustain your career as well as the environment of the world. For your career growth and sustainability, you need to build new skills; to sustain the environment, you need to be a responsible citizen and professional.



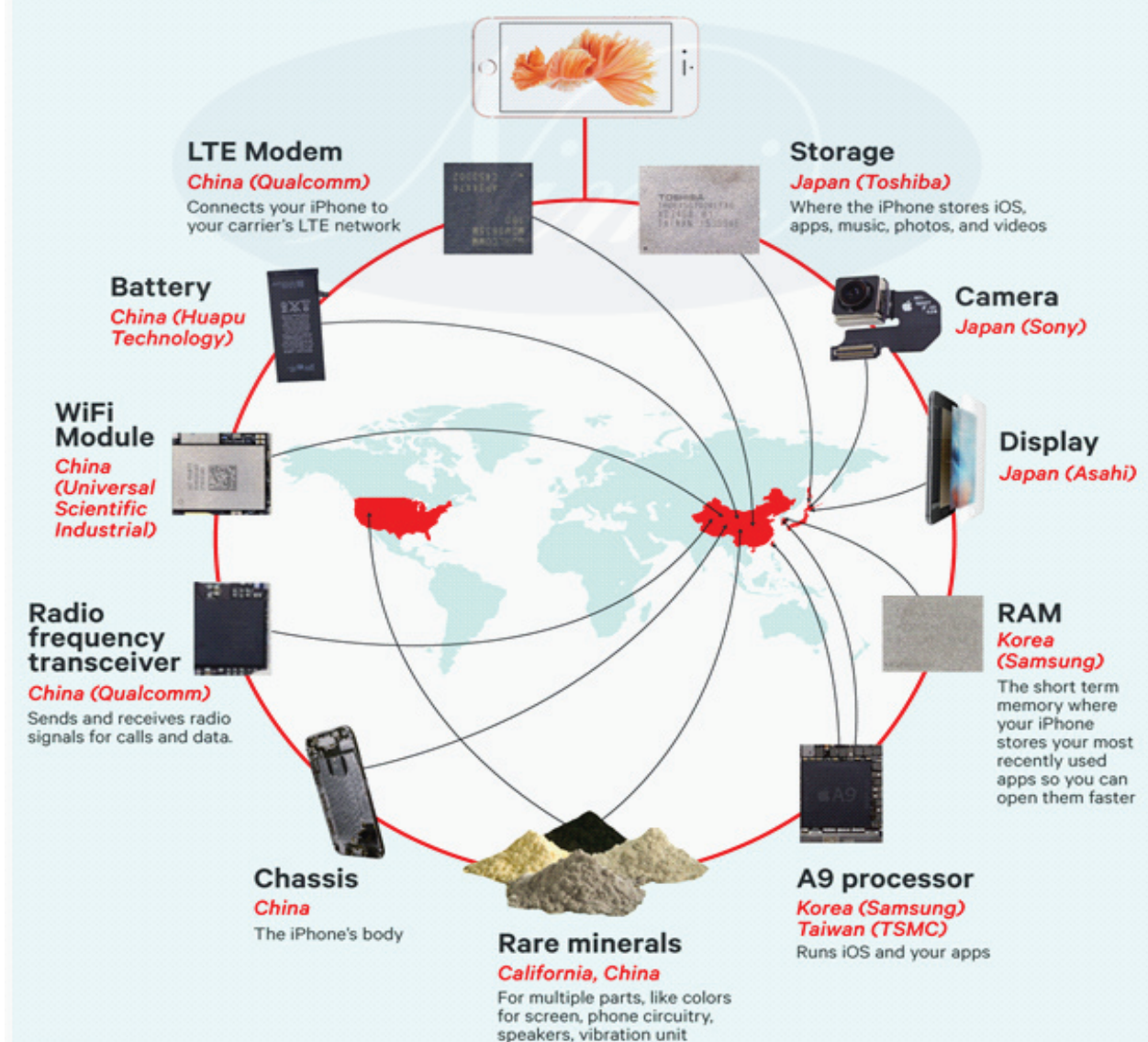
1. **Future of Work: Look at the table carefully. It shows the different changes in work practices in the past and future. Pair up with a friend and discuss each point in detail. Write down what are some skills needed for you to work well and sustain your career in the future.**

THE PAST	THE PRESENT & FUTURE OF WORK	SKILLS NEEDED FOR FUTURE OF WORK
Working Hours: 9 a.m. to 5 p.m.	Working Hours: Anytime	
Workspace: In office or factory	Workspace: Anytime, Anywhere For example, Uber drivers	
Career growth: According to company rules	Career growth: As per performance & skills	
For example, a person can get promotion only based on their qualification and years of experience.	For example, a person can get promoted if they learn skills quickly, perform well and meet the targets, even if they are junior or have a basic degree.	
Getting a job: Focused on knowledge and degrees	Getting a job: Focused on market demand and change in technology	
Learning only through company sponsored courses, workshops, on the job trainings For example, a person can learn only if the company gives the training.	Learning can be done by anyone, anytime and anywhere For example, a person can gain many skills, get certifications to grow in their career by learning online.	

2. **Advancements in the Industry:** Look at the images given carefully. All of them represent ways in which industry is advancing in the 21st century. Discuss and write what these changes could be and how it will impact your work life.



Where the parts of an iPhone 6s come from





KWL

Complete the 'What I Learned' column in the KWL chart.



What is the meaning of sustainable career?

What are some important skills that you need to build for your career growth?

Name three ways in which you adapt to changes and advances in the industry.



To know more about this topic, do or explore this:

Visit the <https://bharatskills.gov.in/> portal or the Quest App and view the lessons on 'Future of Work' to get a very good idea on how industry will change in your trades.

2. Changes in Industry



At the end of this lesson, you shall be able to:

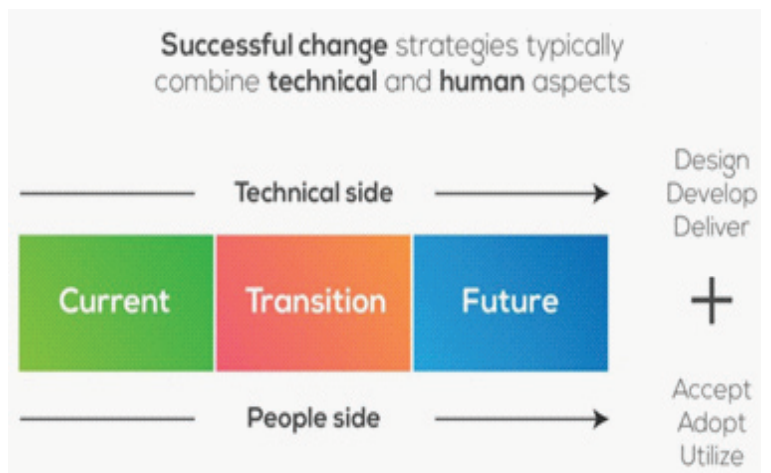
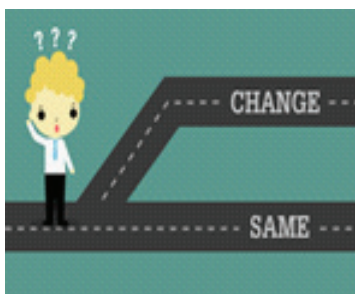
- identify why industries undergo changes
- recognize how it shall impact your job
- learn to track changes in the industry.



The way we work continues to change with time. The tools and techniques are always changing. For example, most of the manual work in an automobile industry has shifted to machine work. The way we work today will no longer be the same in future. Thus, it becomes very important for us to evaluate how work will be done in future. Once we have an idea about it, the next step is to prepare ourselves for those **changes in industry**.

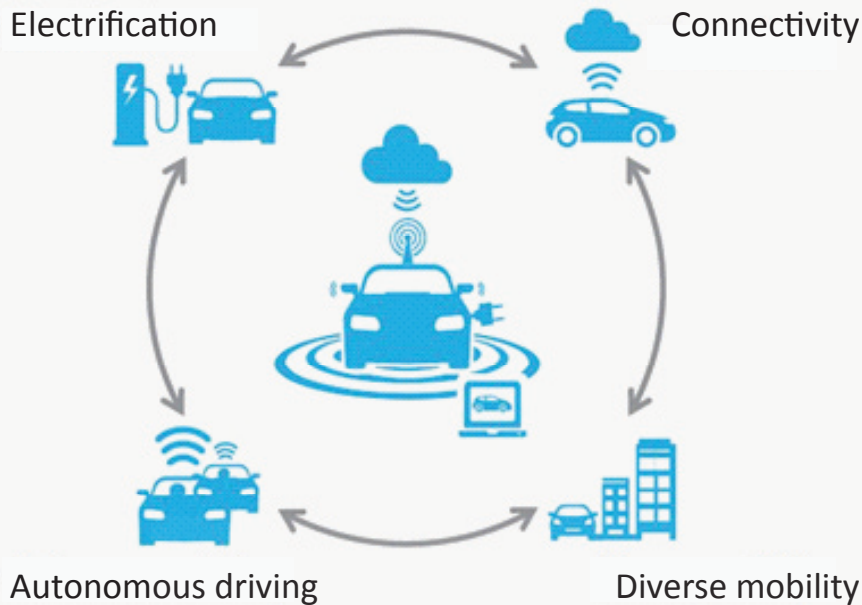


(What I already K now)	(What I W ant to find out)	(What I L earned)
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4 disruptive technology-driven trends ...

... radically changing the mobility industry



- Shifting markets and revenue pools
- Changes in mobility behaviour
- Diffusion of advanced technology
- New competition and cooperatin

Track the changes.
Stay updated.
Technology, Industry trends change with time.
Keep learning new things.
Understand the future and talk to instructors and experts.



1. With the help of your instructors and the internet, try to understand five changes in your trade in the last 10 years. Also note down the reasons for the same.

Changes in my trade (Past)		
Sl. No.	Changes	Reasons for the change

2. Pick a topic from your trade. Ask your instructor / find out on the internet how the application of the concept is going to change in the next five years and note it down in the table below.

Changes in my trade (Future)	
Change	Reasons for the change

3. What are the tools you think can be used to understand the industrial changes in future? For example, Information from Newspaper can be one such tool. (You may take help of your instructor to find out the answer.)



Complete the 'What I Learned' column in the KWL chart.



- Technology keeps on changing and you must keep track of changes.
- Keep learning new skills to stay relevant in the changing times.
- Get to know the latest trends by talking to experts in the field.



- <https://youtu.be/-8SE5LVfgIM>
- <https://youtu.be/Yi4AXjbSVDk>
- <https://youtu.be/4Vb870FX6d8>

3. Career Planning



At the end of this lesson, you shall be able to:

- define and differentiate job and career
- recognize the importance of career planning
- learn how to plan your career.



After completing our studies, we want to apply our knowledge by doing some work and get paid for it. The work that we do is called our job. Any task or piece of work for which you get paid for is called a **job**. For example, a carpenter makes a wooden chair and gets money for making it.

Often your parents ask you to build your career or focus on your career. Have you ever wondered what it means and how it is different from a job. When you take up a job, you learn a lot of things. After working for some period of time, you either get promoted to take up higher responsibilities or switch jobs for better opportunities. These jobs undertaken by you for a period of time is called your **career**. For example, after completing your studies, you started working as an assistant technician, gained experience for a year. Later you got promoted as senior technician, worked for the next two years. After gaining three years of experience, you joined another company as Lead Technician. Now your work is to supervise a team of junior technicians. You did three different kinds of jobs in these years. This is an example for career.

You must know what you want to do in your professional life and what skills and knowledge are required to do it. The act of identifying these is called **career planning**. For example, if you want to become an electrical engineer, you need to know about the concepts of electricity, power generation and distribution and various kinds of motors, etc. For this purpose, you need to do an engineering course. It is possible that your interest may change over time or the job of your interest may no longer be relevant due to technological progress or change in market conditions. In such a situation, you will have to re-identify the work you want to do and enable yourself to do it. In other words, you will have to re-plan your career. Another example is of an automobile engineer who is very good in making BS IV engines. Now due to the change in government regulations, the automobile companies have started using BS VI engines. So, the automobile engineer must learn about the concepts and working of BS VI engines to stay in the job.

KWL

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



1. Identify five topics of your interest from your trade. Use internet to find out the following:
 - i. Five companies where you can apply the knowledge obtained from those topics/ concepts.
 - ii. Name of any latest technology or tool used to implement those concepts.

My Choice			
Sl. No.	Area of Interest (Favourite Topic)	Companies where my favourite topic is applied	Latest technology/tool used
1.			
2.			
3.			
4.			

2. In the previous question, you have selected five topics of your interest. Give reason (one for each topic) for why you like these topics.

I like these topics because		
Sl. No.	Name of Topic	Reason for liking it
1.		
2.		
3.		
4.		
5.		

3. Watch an internet video about the latest developments in your trade and note down five things that you did not know earlier.

Five interesting things I learnt from the video	
1.	
2.	
3.	
4.	
5.	

4. Think of what you want to do in your life. What are the things you want to achieve in the next five years? Take help of your instructors, seniors and family members to understand how you will achieve your goals

My Goals – My Life
List down what you want to do in the next five years.
1st year
2nd year
3rd year
4th year
5th year



Complete the 'What I Learned' column in the KWL chart.



- Why is Career Planning important?
- Mention the difference between job and career.
- What is the importance of making a five-year plan?

4. Growing in your Career



At the end of this lesson, you shall be able to:

- identify how to plan your career
- learn to build career alternatives
- identify how to grow in your career.



A career can be compared to a long train journey. You may have many stations, many stops, many changes in routes. It is important to note that your career journey takes you to your dreams and goals. If your career goal is to be a senior manager or start your own business, you will have to hop on to your train and travel for 20-30 years! A job is one of the ways to reach your career goal. If you start your career as a tailoring assistant, after 4 years you can be a senior tailor. After 7 years you can be a master and designer. 10 years later, you can start your own shop and even hire junior tailors. Hence, if we want to grow in our careers, we need have 3 things:

- clear career goal
- planning and patience
- career alternatives.



(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



An example of changing industry and growing technology.





1. Planning your career: Let's watch a video on Quest App 'Career Plan'. Try these Reflective questions after watching the video:

- How did Meera plan her journey to New Delhi?
- What are the three important features to focus on in order to plan your career?

It is important to plan your career like you would plan a trip. Plan your career according to this simple example shared on Quest App.

Learn more about these features to develop your own career plan on Quest App. This career plan will help you break your goals into smaller and manageable tasks.



For your reference

Milestones (What are the individual tasks you need to perform to achieve your goals?)	Descriptions (Describe the task you have listed in the previous column.)	Resources (What information or resources will you need to perform each task?)	Timelines (By when should you complete each task?)	Status (What is the current status of each task?)	Comment/Note (Any other additional information)
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Let’s talk about some of the most important features while making a career plan.

Milestones: It is realistic targets, requirements that you will set for yourself.

Timelines: It is important to put dates or timelines for completing each milestone.

Resources: Identify what materials or support you would need to complete your milestones within the set timelines.

Sample Career Plan

Zara is 18 years old and a trainee of Computer Operator and Programming Assistant (COPA) in an ITI. She is inspired by women working in big technology companies wearing professional suits. She aspires to become an independent woman, meet new people and travel across the world. She talks about her aspiration in front of her trainer. Her trainer suggests some of the professions that can help her achieve her dreams. Zara has finally decided to become a corporate trainer. But, she has no clue on what she is required to do. Hence, she researches on the internet and starts making her career plan. Let’s see!

Career Plan: **Corporate Trainer**

Qualification: 12th and ITI

Career Timeline: 5 years

Milestones	Descriptions	Resources	Timelines	Status	Comment/Note
Improve my English communication Skills	I am good at English writing skills but I need to practice more to improve my speaking skills.	I can learn English communication skills on Quest App and other e-learning platforms. I would also need to find opportunities to practice it with others and ask for feedback.	Before completing my final year. July 2020	Work-in-progress	
Build my brand	I need to have a good digital footprint. Improve my LinkedIn profile. Create an impressive resume.	I will need to update my LinkedIn profiles and share relevant posts and activities. I also need to know MS-Word and other design apps to create my resume.	Before completing my final year. July 2020	DONE	

Start a job	I'm 12th pass and will soon have a degree in COPA. There are job positions in ITES, Business Process Outsourcing (BPO) which will lead towards my dream job.	I need to do market scan and find jobs on LinkedIn and other job portals.	Aug-Sep 2020	Work-in-progress	
Develop professional attitude and sustain in my job	Once I start working, I need to make sure that I am able to do a good job and build a healthy professional relationship with my colleagues, team leads and managers. This will lead to my professional development.	Once I'm in the company, I'll have a better chance to apply for internal job postings.	Sep 2020 onwards	Awaiting	

Note: Based on the progress made and milestones achieved, it is important to revisit your career plan from time to time and update it (if need be). Remember it is a slow process. You need to believe in yourself no matter what others think of it. Having patience and a growth mindset will go a long way!

2. Career Alternatives: To start with, watch the lessons on Career Alternatives on <https://bharatskills.gov.in/> or <http://questapp.in/>. Imagine your goal is to see the Taj Mahal. Your plan is to travel from Delhi to Agra by bus. But, there is a bandh going on and all bus services are closed. What will you do? Write 3 options in the space provided.

Option 1 _____

Option 2 _____

Option 3 _____

The 3 options you wrote are called 'alternatives', meaning a different option or path to your main plan. In life, many of our plans do not work. In such cases, we choose or find alternatives. Similarly, when we create career goals, we may also be open to find different paths to meet our goals. Many times, our career goals may also alter. That is completely fine.

Here are 2 examples of Safar and Reshma.

Example 1: Alternative career path

Safar wanted to own a business as a tailor. Safar wanted to study fashion designing. But he did not get admission into the course. He joined as a fitter in an ITI. After completing his course, he started working as a fitter in a nearby factory. During weekends, he assisted his uncle who was a tailor. Once the machines in the tailoring shop stopped working. Safar watched many YouTube videos and repaired the machine. He realized that he had a lot of talent in repairing tailoring machines. He soon started visiting many tailor shops in his town to repair. After 7 years, he started his own business in selling and maintaining tailoring machines. He also started tailoring during that time!

Example 2: Alternative career goal

Reshma's goal was to be an automobile engineer. She loved the automobile industry. She wanted to work for 2 years after ITI and then pursue engineering. She started her career as a junior automobile sales assistant. After 2 years in her job, she realized that she was very good in sales. She was promoted as a sales assistant. She decided to alter her goal to be an automobile salesperson. She did a certification course in sales and marketing. Now, after 7 years, she is the manager of Sales at Kalyani Motors, Bangalore.

3. Now, think of your career goal and career alternatives and write it in this table. You can write up to 2 goals and 2 alternatives for each goal. All the best!

Career alternatives are important because:

- market trends may change and we may be forced to change our path or goal.
- our life situation may change, due to which we may have to find an alternate job.
- we may learn new skills and hence we may get new career opportunities.
- when we have career alternatives, we will be able to grow in our career despite changes or problems.

My Career Goals	My Career Alternatives
	1. 2.
	1. 2.

Remember, plan your career in such a way that you have career alternatives. Always do a Market Scan before you take any big decisions regarding your job and career. Find good role models in your area of work.



Complete the 'What I Learned' column in the KWL chart.



What are some career options that you want to explore for yourself?

Why are career alternatives important?

How was the experience of planning your career?



Go through videos called 'Know the Job' on <https://bharatskills.gov.in/> or <http://questapp.in/>

You can view stories of ITI professionals who have grown in their career by creating their career plans and alternatives.

Project: Market Scan

Recall the Market Scan you did in year 1 and answer the following questions.

How was the experience of visiting a company for a market scan/ interview?

What will you do differently next time?

Were you able to identify any skill gap?

What will you do to upskill yourself?

5. Upskilling for Career Growth



At the end of this lesson, you shall be able to:

- identify what upskilling is and its importance
- map the skills needed for career growth in your trade
- analyze a real-life case study.



After 3 to 5 years of starting your career, you will usually get the opportunity to move to higher positions. You may get promoted, you may decide to move to another company, start your own business or even change your career path. For example, if you start off as an automobile valuer, you may get promoted as automobile sales executive and later on as automobile sales advisor too.

Upskilling for career growth is the process of learning new skills in order to improve your current skills. If you know how to stitch a garment by hand, learning how to do it using a machine is called upskilling. Upskilling has many benefits such as career growth, better earning, promotion, innovation, becoming a leader or role model in your field, etc. Many companies provide upskilling opportunities through on-the-job training (OJT), certification courses, etc. Hence, understanding the benefits of upskilling is an important step towards making this a part of your career.

K W L

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)





- a. We live in the 21st century, a very different time in history because of a number of reasons. Most importantly, 21st century is defined by three things:
- high speed in the development of technology
 - internet connectivity for many people in all parts of the world
 - development of private sector and entrepreneurship opportunities.

These factors have resulted in major changes in the way we work. Additionally, due to COVID 19, many industries have also changed the way they worked previously. Unlike 10 years ago, the workplace today requires candidates who can continuously develop themselves and stay up-to-date with technology. The internet is our best guide to learn, explore new ideas, share our work and create many work opportunities. Hence, if we want to grow in our career today, we must be ready to continuously learn and upskill ourselves so that we are always ready for new changes and development in the workplace.

- b. The most important skills you will need to develop in the 21st century are:
- Communication Skills
 - Collaboration – Working well with others
 - Innovation – Trying new things and finding new ways to do old things
 - Self-Awareness – Understanding yourself well
 - Critical Thinking – Thinking in a smart way by questioning the information you receive so that you are not fooled by fake news.
 - Adaptability – Ability to adapt to fast changes
 - Negotiation – Communicating in a proper way so that you can reach a profitable, healthy compromise
 - Resilience – Being strong to face any kind of challenge or problem.



1. Industry Case Study: Read the following real-life story. Then, answer the questions that follow carefully:

5 years ago, after completing ITI, Jabil joined TVM Manufacturing company as a Machinist. His team used to produce gear parts used in JCB, cars and tractors. His main job was to manufacture gears by using hobbing and milling operations on manual machines such as slotter machines, milling machines and shaping machines.

Last year, a machine to automate gear manufacturing, called Computer Numerical Control (CNC) machine was launched in his company. This machine could do the job that Jabil was doing more efficiently. Due to that, Jabil was about to lose his job.

The company now needed a new type of Machinist who could operate the CNC machine. Jabil had no idea how that machine worked. He did not want to lose his job. So instead of worrying, Jabil did a 3-month short-term course on 'CNC operator and programming'. After completing the course, he started working with the new CNC machine.

Now, Jabil has understood that such type of changes may happen again in the future. A new robotic machine may replace the CNC machine after a few years. He is ready to learn new skills and upgrade himself regularly so that he can keep on working and also get promoted. Jabil now believes continuous learning and upgrading his skills, is his superpower!

Questions to think about:

- Why was Jabil afraid of losing his job?
- What makes Jabil a capable candidate for the 21st century job market?
- How is continuous learning and upgrading of skills, a superpower for Jabil?

2. Trade-wise Upskilling Map

Before you start this activity, you can go through the lesson called “Know the Job” on Bharat Skills Portal or Quest App. The videos are about a few jobs related to particular trades. So even if you are from another trade, watch the videos to understand the concept of Upskilling. The lessons are available in Hindi, Kannada and Tamil.

In this activity, you will learn about the different upskilling trends in the 21st century. Identify 3 people who work in different jobs (If they are related to your trade, it will be very good.) and ask them the questions given in the table.

Politely request the speakers to share their career experiences with you to help you learn. After filling the table, answer the questions based on your observations.

Upskilling Map


Name	
Job Role or Designation	
Job Description (what do they do in their job?)	
What are the 5 skills you have learnt in your job that has helped you grow?	
How did you learn new skills in your job?	
What has the benefit of learning new skills been?	
How can we learn continuously using the internet and technology?	

Your Observations:

- i. According to you, did upskilling help the speakers in their career?

ii. What are the different ways in which different speakers upskilled themselves?

iii. What would have happened if the speakers did not learn new skills?





Complete the 'What I Learned' column in the KWL chart.



What is the meaning of Upskilling?

How will Upskilling benefit you? _____

What are the key skills that you need to upskill in the 21st century job market?

How will you upskill yourself after you start working?

6. Upskilling & Reskilling



At the end of this lesson, you shall be able to:

- identify growth vs stalled mindset
- recognize what upskilling, reskilling are
- identify when upskilling/reskilling is needed and plan for it.



Humans have always wanted to work in an efficient manner. This has led to creation of new technologies. People have learnt new skills to use those technologies. From the way communication happens to the methods of welding technology has significantly changed everything over time. Thus, irrespective of one's job, learning new skills is critical for everyone. You have a growth mindset if you believe in learning new things related to your career and try to keep yourself up-to-date with latest industrial developments. A person who does not take necessary steps to learn new skills even when the market demand for his existing skills are slowly decreasing is said to have a stalled mindset.

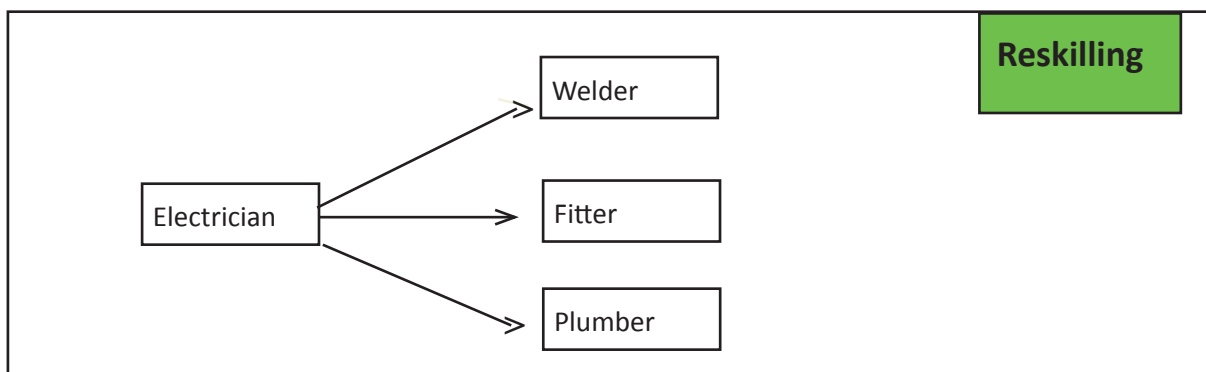
The process of learning a completely new set of skills to perform a different nature of task is called **Reskilling**. For example, an electrician learning how to weld. While learning a new skill to do fundamentally the same nature of task is called **Upskilling**. For example, a woodcutter who has so far used simple axe now learns to use an electric axe.

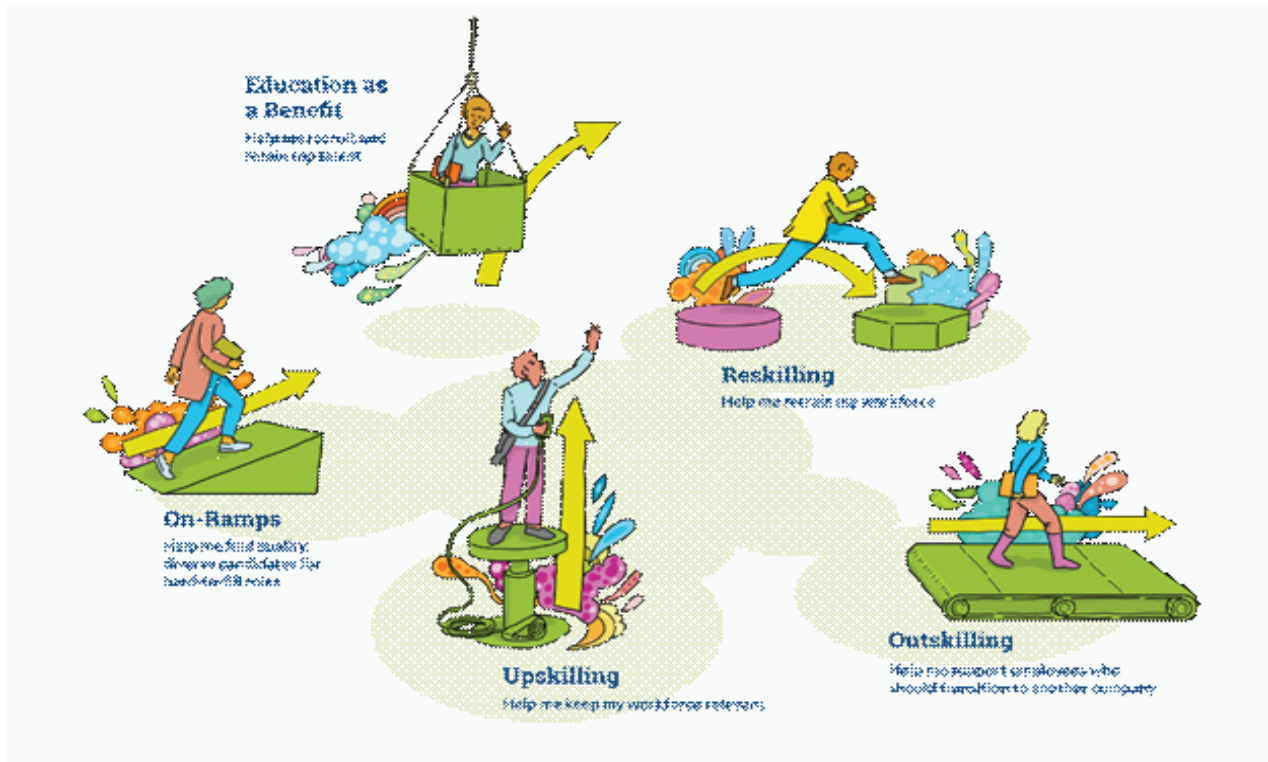
KWL

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)





What are other words for reskilling?

retraining, re-education, reequipping, requalification, reconstruction, rehabilitation, reorientation, re-educating

1. Talk to your parents, siblings or relatives and identify any person who has either reskilled or upskilled.

Name of the person		Why did he/she learn the new skill
Old Skill		
New Skill		

2. Think about the skills that you have learnt in your trade and make a list of all the skills.

- Apply correct adhesives, sealants
- Appliance installations
- Installing pipe systems
- Soldering skill

My Skills- Use the space below to write your skills relevant to your trade.

3. Think of two other trades (other than your current trade) that you are interested in and list down five important skills required in those trades in the table below. You can also talk to your friends studying in those trades.

Reskilling Time	
Trade 1 Name	Trade 2 Name
Skills required	
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

4. With the help of internet do a small research in which you have to find out the three latest technology/ methods used in your trade. Prepare a 10-day plan to learn any one of the identified technologies/methods. Don't worry if your 10-day plan does not make you an expert. Just focus on maximizing your learning in these 10 days. You can implement the plan when you have holidays.

Upskilling Time	
Three latest technology / skills required in my trade	1.
	2.
	3.
Select one of the technologies from above and write what you want to learn each day during a 10-day period.	
My 10-day Upskilling plan	Technology Chosen
Day 1	
Day 2	
Day 3	
Day 4	
Day 5	
Day 6	
Day 7	
Day 8	
Day 9	
Day 10	

KWL

Complete the 'What I Learned' column in the KWL chart.



- You can Upskill or Reskill at any point in your career.
- You are reskilling if you are learning a new skill to enter or a take up a different career.
- You are upskilling if you are learning a new skill to grow in your current career.

7. Understanding Market Trends



At the end of this lesson, you shall be able to:

- identify and explore market scan (advanced)
- create career pathway posters for your chosen trade as per the template
- explore upskilling opportunities through career pathway posters.



Market trends tell us about the job trends in an economy. Information like what kind of jobs will be in demand at a particular time is based on the economy. For example, because of Covid-19, there has been increased hiring in the health and technology sector. Many employees now work from home. Hence, many companies also started hiring for jobs that can be done remotely. These are all indicators of market trends. Market trends are important to consider in planning one’s career because they help us identify the kind of jobs that will be in demand. For example, Shorthand was a very important skill in the pre-computer era. But now, skills in computer usage is required.

In this lesson, we shall explore the different kinds of opportunities that exist for ITI trainees along with the requirements for the particular work.



(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



The nature of work is rapidly changing. There are developments happening across different industries. It is a good idea to keep up with employers and hiring trends, especially, if you are starting a career or changing your job. Online Market Scan is a very powerful process to identify the trends and changes in the world of work.

- a. **Online Market** scan is a process by which you identify your skills, make a note of what is available in the market, apply for jobs and also communicate with employers online. By using the internet and technology, you can recognize the various market trends for your trade.
- b. Purpose of Online Market Scan
 - Identify hiring trends and expectations in the job market.
 - Collect a lot of information about multiple organizations and job roles related to your trade.
 - Prepare to face interviews and become more confident in interactions with future employers.
 - Through market scan, more companies get to know about potential candidates.



1. You have studied about Market Scan in your 1st year. Online Market Scan is a more advanced and online version of conducting market research. Read Ankita's story to understand the process.

This is Ankita. She is doing her online market scan.

Step 1: Identify your top 3 skills. (This can be your trade-specific skills, interest-based, or ability-based.)

Skill 1: Typing

Skill 2: Internet surfing

Skill 3: Communication skills

Step 2: Using these skills as keywords, find job opportunities online. (Use platforms like LinkedIn or other job portals.)

Job 1: I found a job as a Front Office Executive at PVR.

Job 2: I found another job as a Personal Assistant at Usha Fabs Pvt. Ltd.

Job 3: I found one more job as a Customer Support Executive at Swiggy.

Step 3: Research about the company. (Check for reviews on glassdoor, google reviews, consumer complaints, etc.) Once you have found the company to be genuine, read the job description (JD) carefully.

I have found that these 3 companies listed above are genuine, have good reviews and are famous too. They are currently hiring for these positions mentioned. I have also read their job description and I feel I am ready to take up all the tasks and responsibilities enlisted in the JD.

Step 4: Now, fix an appointment with the company by calling on the number (s) provided or by emailing them your cover letter and resume. (Be prepared with the script, notepad before making the call.)



Hello Sir/Ma'am, Good morning! My name is Ankita and I am interested to work as a customer support executive in your company.

Is the position open? _____

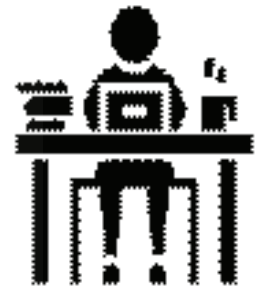
When can I come for the interview? _____

Who should I meet when I reach there? _____

Thank you so much. See you! Bye!

Step 5: Once the appointment is fixed, dress up formally and make a visit to the company with a few copies of your resume. Remember, this can also be a chance for an interview. Hence, keep your questions and elevator pitch prepared (refer to chapter on self-introduction).

Ankita might get selected for this role. And even if she couldn't make it this time, she has a growth mindset and she will prepare herself for the next opportunity.



Now that you know the importance of Online Market Scan, let us do the activity.

Step 1: Identify your top 3 skills. (This can be your trade-specific skills, interest-based, or ability-based.)

Skill 1 _____

Skill 2 _____

Skill 3 _____

Step 2: Using these skills as keywords, find job opportunities online. (Use platforms like LinkedIn or other job portals.)

Job 1: _____

Job 2: _____

Job 3: _____

Step 3: Research about the company. (Check for reviews on glassdoor, google reviews, consumer complaints, etc.) Once you have found the company to be genuine, read the job description (JD) carefully.

Step 4: Now, fix an appointment with the company by calling on the number (s) provided or by emailing them your cover letter and resume. (Be prepared with the script and notepad before making the call.)

Step 5: Once the appointment is fixed, dress up formally and make a visit to the company with a few copies of your resume. Remember, this can also be a chance for an interview. Hence, keep your questions and elevator pitch prepared, (refer to chapter on self-introduction).

Key points to remember

- a. Within the same market scan activity, you can explore both jobs and self-employment opportunities.
- b. Apart from face – to – face interaction, market scan can be conducted in the following manner:
 - a. Online – using email/audio-video calls
 - b. Telephonic – calling up potential employers and collecting information by using a questionnaire.

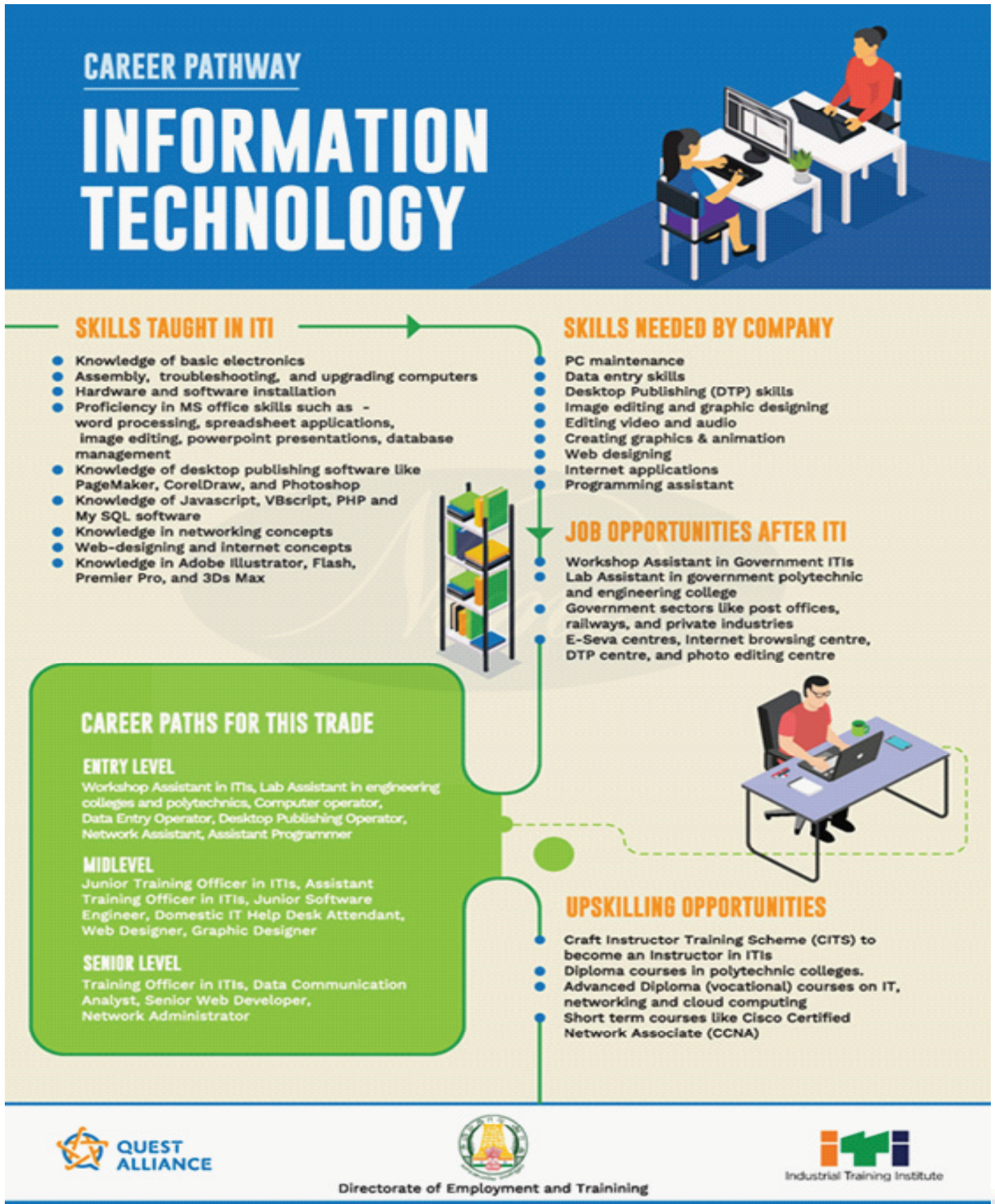


- a. Career Pathways are a small group of jobs within a career. For example, if you graduate as an automobile mechanic, the career pathways for you can be automobile advisor, automobile sales assistant, etc. In each trade, you will have a few options or paths that you can take based on your skills and interest. Following a career pathway makes it easier for you to identify career choices. Career pathways can help you develop a plan on how to prepare for your chosen career.
- b. Importance of planning your career path

Having a career path is like having a professional insurance policy. With a career path you will:

- i. Have a broader skill base: You will have identified and learned the skills necessary to make you more attractive to a wider range of employers.
 - ii. Make logical job transitions: You will know what skills and responsibilities to look for in the next job. So when you move from one job to another, you will be able to grow in the same path or job role.
 - iii. Have more responsibility: You will have identified and gained the skills and training you need in order to take on more responsibility.
 - iv. Have a broader perspective: You will be able to understand where a specific job or responsibility fits into your overall career path.
 - v. Make decisions easier: You can look at a situation within a larger context and evaluate your options in an informed manner.
 - vi. Be more satisfied: You will be moving in a career direction that is designed to meet your skills, interest and financial goals.
- c. What constitutes a career pathway?
 - i. Skills taught in ITI – It refers to the trade-specific skills taught at the institute.
 - ii. Skills needed by the company – It refers to the skills required by companies for hiring in a specific trade.
 - iii. Job opportunities after ITI – According to the market and employment trends, job opportunities are available for people with specific qualifications.
 - iv. Career paths at different levels – Career opportunities at entry, middle and senior levels.
 - v. Upskilling opportunities – There are opportunities to gain advanced skills through courses, diplomas and apprenticeships offered by technical institutes.

2. Look at the career pathway poster for Information technology. Based on the sample given, answer the questions that follow.



- i. What is the starting salary that one can expect in this career?
 - ii. What are some new aspects that you learned about this career through this poster?
 - iii. List some skills required to take up this career.
-
-

- iv. What upskilling opportunities are available in this career?

KWL

Complete the 'What I Learned' column in the KWL chart.



Why is understanding market trends important?

How do you think conducting an online market scan will help you grow in your career?

Create a career pathway for your trade.



Go through Quest app video on 'Career information'.





7a. Recall

1. ----- has drastically changed the world of work.
 - a. dimensions
 - b. beauty industry
 - c. technology and internet
 - d. all of the above
2. Money transactions include
 - a. cash payment
 - b. card payments
 - c. online transfer through BHIM UPI Apps
 - d. all of the above
3. A cashier who had 15 years ago accepted cash payments, had to learn about
 - a. card payments
 - b. PayTM
 - c. Google pay & Phone Pe. etc.
 - d. all of the above
4. As technology advances, the way we work shall -----
 - a. last
 - b. undergo changes
 - c. remain as it is
 - d. refuse to change d. none
5. We need to update because
 - a. of the demands of the future of work
 - b. of technological advancements
 - c. developments in the job market
 - d. all of the above
6. Maintaining the quality of something at a certain level is called
 - a. communication
 - b. problem solving
 - c. sustainability
 - d. none
7. Sustaining a river means
 - a. to build a dam
 - b. to pollute the river with industrial waste
 - c. to maintain the river in its present condition without further polluting it
 - d. all of the above
8. Why is sustainability important?
 - a. world is changing rapidly
 - b. environment is getting destroyed
 - c. air pollution has increased
 - d. all of the above
9. The concept of sustainable career helps to
 - a. build skills and mindset in a changing world
 - b. imbibe key practices to keep the environment clean and safe
 - c. be open-minded to accept change and update
 - d. all of the above
10. For career growth and -----, we need to build -----
 - a. skills, sustainability
 - b. skills bridges
 - c. sustainability, dams
 - d. sustainability, new skills
11. If we want to sustain the -----, we should not ----- it.
 - a. pollute, sustainable
 - b. environment, pollution
 - c. environment, pollute
 - d. environment, sustainable
12. A person can get promotions based on their ----- and -----
 - a. environment, experience
 - b. example, qualifications
 - c. qualifications, experienced
 - d. none
13. Learning can be done by anyone, anytime and anywhere. To gain more skills, you
 - a. can learn through company sponsored programmes
 - b. can update through online courses
 - c. get certifications
 - d. all of the above
14. The future of work is always going to
 - a. be in the change mode
 - b. use the latest tools
 - c. use the latest technology
 - d. all of the above

15. Most of the ----- work in the automobile industry has shifted to -----
 a. machine, manual b. manual, machine c. manual, learning d. all of the above
16. Only when we learn to -----how work will be done in the future, can we ----- ourselves for those changes.
 a. prepare, predicted b. predicted, prepared c. predicted, prepare d. predict, prepare
17. Successful change is a combination of ----- and ----- aspects.
 a. technics, future b. future, designing c. designing, deliver d. technical, human
18. The jobs undertaken by a person for a period of time is called
 a. job b. career c. planning d. expert
19. Any task or piece of work for which a person gets paid for is called a
 a. career b. projection c. job d. plan
20. When a carpenter makes a wooden chair and gets paid for it, it is his
 a. plan b. joy c. job d. career
21. When you want to know what to do in your professional life, what skills and knowledge are required to do it, you are actually doing
 a. job b. career c. career role d. career planning
22. Career is like a long train journey where ----- are the many stations, many stops, many changes in routes.
 a. plans b. jobs c. grows d. dreams
23. A ----- is one of the ways to reach your ----- goal.
 a. job, career b. career, job c. patience, career d. train, career
24. ----- are realistic targets that you will set for yourself in order to achieve your career goal.
 a. resource b. status c. descriptions d. milestones
25. The materials and support that you need to complete your milestones on time is called
 a. timelines b. resources c. status d. descriptions
26. Setting up date for completing each milestone is called
 a. descriptions b. resource c. timeline d. none
27. We need to have ----- when market trends change or when our current job no longer exists.
 a. career paths b. models c. alternative careers d. payment
28. What does upskilling mean?
 a. learning new skills b. improving current skills
 c. learning more skills for career growth d. all of the above
29. When you know how to stitch a garment by hand, learning how to do it using a machine is called
 a. career b. employment c. upskilling d. none
30. There are many benefits in upskilling like
 a. career growth b. better earning c. promotion, innovation d. all of the above
31. Many companies provide upskilling opportunities through
 a. On the job training (OJT) & certification courses b. wages c. payment d. trade
32. High speed in the development of technology, internet connectivity in all parts of the world and development of private sector and entrepreneurship opportunities are the main features of
 a. ITI b. career path c. 21 st century world d. all of the above

33. The 21 st century requires employees who
- a. can work continuously to develop themselves b. are open-minded
c. stay up-to-date with technology d. all of the above
34. When new upskill, we can be always
- a. ready for new changes and development b. lazy not bothering about anything
in the workplace
c. afraid of others d. none
35. 21 st century skills include
- a. communication and collaboration skills b. innovation, self-awareness and critical thinking
c. adaptability and negotiation skills d. all of the above
36. Trying new things and finding new ways to do old things is called
- a. negotiation b. collaboration c. innovation d. communication
37. We ----- in a proper way so that we may reach a profitable and healthy compromise.
- a. collaborate b. negotiate c. innovate d. elevate
38. Thinking in a smart way by questioning the information you receive so that you are not fooled by fake news is called
- a. negotiation b. innovation c. career d. critical thinking
39. The ability to adapt to fast changes is
- a. innovation b. negotiation c. collaboration d. adaptability
40. When we work with others, it is called
- a. innovation b. career c. collaboration d. decision-making
41. Continuous learning and upgrading our skills, can help to
- a. retain jobs b. get promotions c. be prepared for the future d. all of the above
42. New technologies have changed the way we work. Hence, irrespective of one's -----, learning ----- is important to work in an ----- manner.
- a. efficient, job. new skills b. new skills, efficient, job
c. job, efficient, new skills d. job, new skills, efficient
43. A person who learns new things related to his/her career and is up-to-date with latest industrial developments has
- a. stalled mindset b. growth mindset c. collaboration c. communication
44. A person who does not take necessary steps to learn new skills even when there is threat of losing his/her job is
- a. open-minded b. not open-minded c. adaptable d. all of the above
45. The process of learning a completely new set of skills to perform a different type of a job is
- a. upskilling b. reskilling c. ITI d. none
46. If a woodcutter who so far used simple axe learns to use an electric axe, the woodcutter is
- a. reskilling b. career c. critical d. upskilling
47. When an electrician learns welding, fitting or plumbing, the electrician is
- a. upskilling as it is not a different nature of task
b. reskilling as it involves a different nature of task
c. communicating
d. none

48. Information like what kind of jobs are in demand is known through
a. economy of the world b. market trends based on the economy c. pre-computer era d. career
49. Due to COVID outbreak, many companies are hiring people who can work from remote locations. This is an example of
a. job market trend at a particular point in time b. economics subject
c. information d. all of the above
50. Market trends are useful to plan one's career because they help to
a. identify property b. recognize jobs that are and will be in demand
c. increase d. remotely work
51. We can identify the trends and changes in the world of work through
a. multiple b. potential c. online market scan d. none
52. Online market scan is a process by which you
a. identify your skills
b. note what is available in the market
c. apply for jobs and communicate with employers online
d. all of the above
53. The purpose of online market scan is to
a. identify hiring trends and expectations of employers
b. collect information about job roles in your trade
c. prepare and face interviews confidently
d. all of the above
54. Career pathways means
a. potential employers b. small groups of jobs within a career
c. interesting market c. responsible market

8. Aptitude Tests



At the end of this lesson, you shall be able to:

- identify the meaning and importance of aptitude and aptitude tests
- recognize the types of relevant aptitude tests
- practise some important aptitude questions.



Aptitude is a person's natural ability to do something. It can also be defined as how quickly you can learn something. For example, some trainees find Mathematics very easy, while others do not. Some trainees are very good in drawing, but others are not.

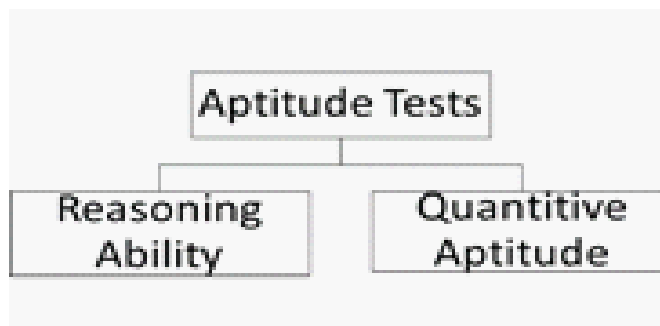
Organizations conduct **aptitude tests** to know whether a person is suitable for a job or not. For example, when an organization is recruiting for a customer service job, they would want a candidate who is pleasing, polite and has good communication skills. On the other hand, an organization recruiting an engineer would want to test the numerical and reasoning ability of the candidate. In this lesson, we shall learn about the aptitude tests for technical jobs.

KWL

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



Reasoning
Ability

Inequality

Series

Syllogism

Blood
Relation

Quantitative
Aptitude

Simplification

Speed
Distance and
Time

Percentages

Profit-Loss



1. Inequalities is a very important topic in reasoning. Let's solve the example.

Based on the statement given below, find out which conclusion is correct:

$$U > Y \geq W \leq K; W = X \geq Z$$

Conclusion:

I. $U > K$

II. $Z \leq K$

Options

- a. Only I is correct
- b. Only II is correct
- c. Both I and II are correct
- d. Both are wrong

Answer B

2. **Numeric series:** In these types of questions a series of numbers is given. You need to fill a number in the blank by understanding the pattern of the series.

Example: Fill the number in the place of question mark:

47 48 51 60 87 ?

Options

- a. 152
- b. 168
- c. 172
- d. 144

Correct Option: B

Series Pattern Given Series

47	47
$47 + 1 = 48$	48
$48 + 3 = 51$	51
$51 + 9 = 60$	60
$60 + 27 = 87$	87
$87 + 81 = 168$	168

3. **Syllogism:** In these types of questions you have to draw a conclusion based on the information given. Let's look at an example.

Statements:

- No apple is a plum.
- All plums are oranges.
- All oranges are mangoes.

Conclusions:

- I. All plums are mangoes.
- II. At least some mangoes are oranges.



Options

- a. Only I is correct
- b. Only II is correct
- c. Both options are correct
- d. Both options are wrong

Answer C

4. Blood Relations: In these types of questions, you have to identify the relation between any two people on the basis of given information. Let's look at an example.

Q is father of A and B. X is mother of K, N is son of A. N is the only brother of K. X is daughter-in-law of P. P has only one daughter and one son.

How is X related to B?

Options

- a. Sister
- b. Daughter
- c. Mother
- d. Mother-in-law
- e. None

Answer C

5. Simplification: In these types of questions, you have to calculate the simplest form of an equation. Let's look at an example.

$$7878 \div 26 \times 13 - 333 = ?$$

Options

- a. 3806
- b. 3636
- c. 2406
- d. 3606

Answer D

6. Speed Distance and Time: In this type of questions, you have to find out the value of speed distance or time on the basis of given information. Let's look at an example.

A man can reach a certain place in 40 hours. If he reduces his speed by $\frac{1}{15}$ th, he goes 5 km less in that time. Find the total distance covered by him.

Options

- a. 60
- b. 85
- c. 75
- d. 52
- e. None

Answer C

Let Distance = D km, Speed = S km/h

$$\text{Time} = \frac{\text{Distance}}{\text{Speed}}$$

$$T = \frac{\text{Distance}}{\text{Speed}} \text{-----(1)}$$

After reducing speed, Distance = Distance – 5 km, Speed = $S \times \frac{4}{5}$ km/h

$$\text{Time} = \frac{\text{Distance}}{\text{Speed}}$$

$$T = \frac{(\text{Distance} - 5)}{\text{Speed} \times \frac{4}{5}} \text{-----(2)}$$

After solving equation 1 and 2

$$\frac{\text{Distance}}{\text{Speed}} = \frac{\text{Distance} - 5}{\text{Speed} \times \frac{4}{5}}$$

7. Solve the problem: A person travelled 132 km by auto, 852 km by train and 248 km by bike. It took 21 hours in all. If the speed of train is 6 times the speed of auto and 1.5 times speed of bike, what is the speed of train?

Options

- a. 78 kmph
- b. 84 kmph
- c. 96 kmph

8. Percentage: Lets solve the example.

3 is what percentage of 3000?

Options

- a. 10%
- b. 5%
- c. 1%
- d. 0.1%

Answer D

9. Profit Loss: Lets solve the example. A man bought a lamp for Rs 100 and sold it for Rs 120. How much profit did he make? What is the profit percentage?

Options

- a. Profit Rs 10; Profit percentage 40%
- b. Profit Rs 20; Profit percentage 20%
- c. Profit Rs 20; Profit percentage 10%

Answer B



Complete the 'What I Learned' column in the KWL chart.



- Aptitude is your natural ability to do or learn something.
- You can do those things easily in which you have strong aptitude.
- All the companies conduct Aptitude Tests nowadays.

9. Interview Preparation



At the end of this lesson, you shall be able to:

- recall the interview process and preparation (test)
- identify and explore online interviews
- practise online interviews.



After completing your education, you will get an opportunity to appear for job interviews. During these interviews, your ability to communicate about yourself will also be assessed. Through an interview, the employer is able to find out if the candidate:

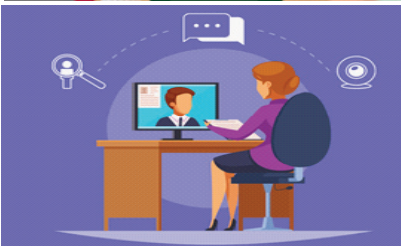
- has the ability to perform the job
- is reliable, honest, and trustworthy
- will fit in with the team and organization.

KWL

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



- a. Browsing job portals to apply for jobs followed by applying for jobs with a resume is the first step in getting prepared for the world of work. The next step is to practise and rehearse on how to conduct oneself during the interview through mock interviews. The feedback given by peers during the mock session will help trainees improve their performance based on the suggestions. This will help them perform better in real interviews.
- b. Stages of an interview: There are 3 stages to interview preparation.

Pre Interview	Interview	Post interview
Apply for the right job. Check the required qualifications.	Greet the employer with a smile!	Write an email to HR. Thank them for the opportunity.
Prepare a folder with your resume, identity cards and mark sheets.	Maintain eye contact.	Wait for a week or longer for the response.
Reach 15-20 minutes before the scheduled time.	Speak clearly and loudly.	If you are selected, reply confirming your willingness to join.
Groom yourself.	At the end of the interview, thank the employer for the opportunity.	If you are not selected, reply thanking the employer for this opportunity.

- c. Mock interviews help to get prepared for the real interviews. Since, the candidate gets an opportunity to practise before, during and after the interviews in the mock sessions, it gives confidence. Mock interviews help in performing well in real interviews and boost the candidate's self-esteem to a large extent.



1. Discuss with friends and prepare answers to the given questions.

i. Tell us about yourself.

ii. Tell us a little about your city.

iii. Apart from studies, what other interests did you pursue during your study at the ITI?

iv. Why did you choose this trade and what have you learned from it?

v. Why have you applied for this job?

2. Imagine you have applied for the post of a service mechanic in Larsen and Toubro Ltd. (You may also pick a post and company relevant to your trade.) You have been one among the shortlisted candidates called for the interview. Organize a mock interview in the ITI.

i. Discuss and share feedback after the mock interview.



- a. **Online interview** is an interview conducted through a chat video/audio platform. Employers can conduct online interviews using different methods. Before your interview, make sure to ask if the call will include audio, video or both. Additionally, make sure you know what online platform the interview will be on (For example, Skype, Zoom, Google Meet, etc.) During a video call, the interviewer will be able to converse with you like they would during an in-person interview.
- b. The key to a successful video call is preparing thoroughly ahead of time. Here are some important tips for an online interview:
- Select the Proper Location for the Interview: The ideal scenario for your interview location is a secluded room in which you can shut out distractions (and noises), control the lighting, and have a neutral background. You should also have a location in which you can be seen on camera from about the waist up.
 - Keep all necessary things at hand: Have a copy of your resume ready, as well as a pen and diary for writing important notes. Having a glass of water ready is also recommended.
 - Test all the Technology: Test your internet connection for speed, check camera, lighting, sound and video programme. Make sure you understand how it all works. And test it all again right before the interview commences.
 - Schedule at least One Mock Interview: If possible, schedule an interview with a friend, colleague or family member.
 - Pay attention to appearance: Wear clean, ironed clothes, brush your hair and have a good posture.
 - Don't forget to nod and smile!



5 TOP ONLINE INTERVIEW TIPS

Make an Impression from a Distance

★

Look directly into the camera and not at the screen or monitor to make good eye contact

★

Don't be afraid to ask for a question to be repeated if you have not heard it properly. It is better to clarify

★

The sound system can be less than perfect so speak clearly and avoid mumbling or rushing your words

★

Be aware of your facial expressions and posture - they are a large part of your message online

★

Pause before answering a question to be sure the interviewer has finished speaking



3. Practice online interview: Invite your friend to interview you online. After the interview is over, ask your friend to give you a score in each of the categories in the given in the table. Identify the suggested areas of improvement and work on them!

Your Name:

Parameters	Score	Indicators
Introduction	0: Did not greet. 1: Greeted without eye contact or without a smile. 2: Greeted with eye contact and with a smile.	
Voice clarity	0: Was not audible. 1: Mumbled or talked too fast. 2: Talked slowly and clearly.	
Resume	0: Incomplete or no resume. 1: Complete resume but answers not completely aligned to the resume. 2: Well-structured resume and answers aligned to the resume.	
Introduction	0: Introduction had only a few lines. 1: Introduction had clarity on Who and Why. 2: Introduction had clarity on Who I am, Why I want this job and How I will be a good fit.	
Strengths	0: Could not tell about his/her strength. 1: Could tell about a strength, but could not give relatable example. 2: Could tell about a strength and could give relatable example from recent past.	
Subject knowledge	0: Could not answer any subject-related questions. 1: Could give only incomplete answers. 2: Was able to give complete answers.	
Comfort with online platform	0: Not comfortable at all. 1: Very comfortable.	
Body language (Non-verbal cues like posture, facial expressions, etc.)	0: Bad posture, without smile, seemed uncomfortable. 1: Good posture, smiling, seemed relaxed and confident.	

KWL

Complete the 'What I Learned' column in the KWL chart.



What are the stages of an interview?

What are the key tips to keep in mind while preparing for an online interview?

Give 2 examples of good non-verbal communication skills in the workplace.



To learn more, go to <https://bharatskills.gov.in/> or <http://questapp.in/> and watch these lessons:

- Interview preparation

<https://www.themuse.com/advice/the-ultimate-interview-guide-30-prep-tips-for-job-interview-success>

10. Resume



At the end of this lesson, you shall be able to:

- identify what a resume is and its importance
- recognize the various parts of the resume in detail
- create an interview-ready resume.



When you apply for job, you must let the employer know about your skills, education and experience. The opportunity to meet the employer in person comes very late. In the beginning, you must send your important documents that share details about you. One document that can help you here is your **resume**.

Resume contains your educational, work-related and personal information. It is the most important document required by all the companies to select people for jobs. Your resume is an opportunity for you to make a positive impact on employers.

KWL

(What I already Know)

(What I Want to find out)

(What I Learned)



- a. Career objective is the part in Resume that tells what you want to do in your career. Points to note:
 - i. Frame your career objective in such a way that it tells how you can meet the need of the organization.
 - ii. Make your career objective suitable for the job you are applying for.
 - iii. Keep it within two sentences.

Example: Seeking senior technician position at a reputed firm where I get to utilize my knowledge of BS VI emission standards.
- b. Another important section is your hobbies and strengths. Hobbies are those important things that you like to do in your free time such as reading novels, newspapers, writing blogs, teaching, etc. Avoid writing hobbies which do not have any value for the employer.

A good example of hobby: A carpenter can mention that he likes exploring various techniques of wood cutting.

A bad example of hobby: A carpenter mentions that he likes to fly kite in his free time.
- c. Strengths are the things that you are naturally good at. Some people have ability to learn things quickly, while some can focus well on their work. Some people can find out details in the work and never miss out even small details. All things mentioned are your strengths.
- d. Skills are the tools and techniques that you learn to make your task easier and work efficiently. Some examples of skills are your proficiency in using a tool related to your trade or software such as MS-Word, MS-Excel.



1. Think about what skills and experience you have and write your own career objective.

2. Think and write any three hobbies in the box.

3. Think about things that you are naturally good at and mention them in the box. Write only those things that can help you in your career.

4. Think about your skills and mention them in the box.

5. Let's design your resume now. Here we will arrange all the parts of the resume and make a simple resume for ourselves. Follow the given order and arrange the information.

Note: In the personal information section, write your name, father and mother's names, your date of birth, your address.

Name	Contact Number
	Email
Career Objective	
Educational Details	
Experience	
Skills	
Strengths	
Hobbies	
Personal Information	

KWL

Complete the 'What I Learned' column in the KWL chart.



- What are the parts of a resume?
- What are some hobbies that you should avoid mentioning in your resume?
- What are some strengths that you may highlight in your resume?

11. Applying for Government and Private Jobs



At the end of this lesson, you shall be able to:

- identify what NAPS portal is
- recognize why you should register on the NAPS portal
- explore different career websites and learn to apply for jobs online.



Apprenticeship is a paid period of training that allows you to learn a particular skill or set of skills while you work in the industry. National Apprenticeship Promotion Scheme (NAPS) is a new scheme of Government of India to promote apprenticeship. Its main objective is to promote On-the-Job Training/Practical Training of the youth in the industry.



(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



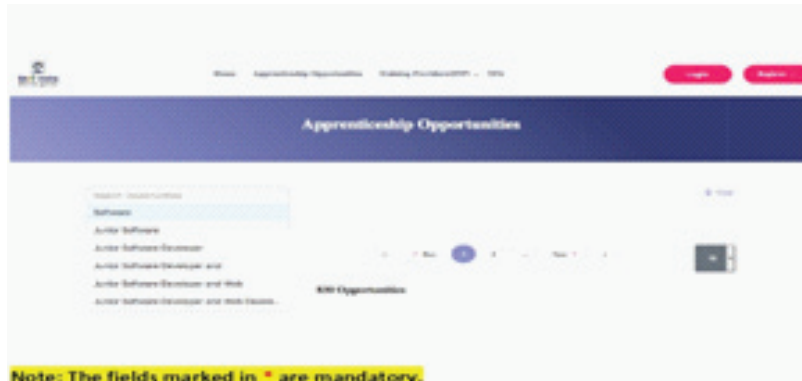
a. Registering on the NAPS portal

- It provides an opportunity to put skills into practice to gain confidence in a work environment.
- It provides wonderful industrial exposure which would make easier transition from training to the workplace.
- It provides a “Learn while Earn” opportunity.
- It gives career recognition with a government recognized certificate.
- As now we have understood the benefits of registering ourselves on the NAPS portal, let’s understand the registration procedure.

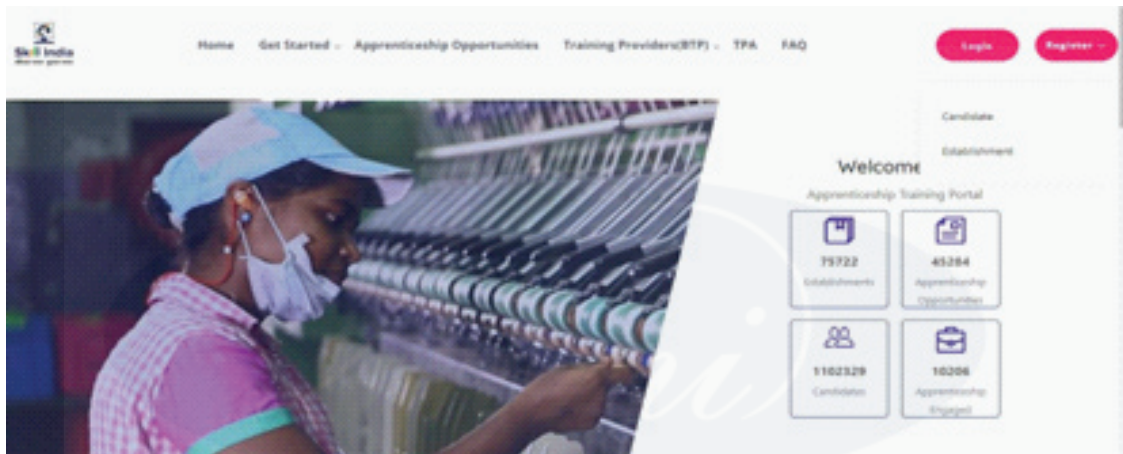


1. Steps to register on the portal

Step 1 Click on this registration link <https://apprenticeshipindia.org/candidate-registration>.

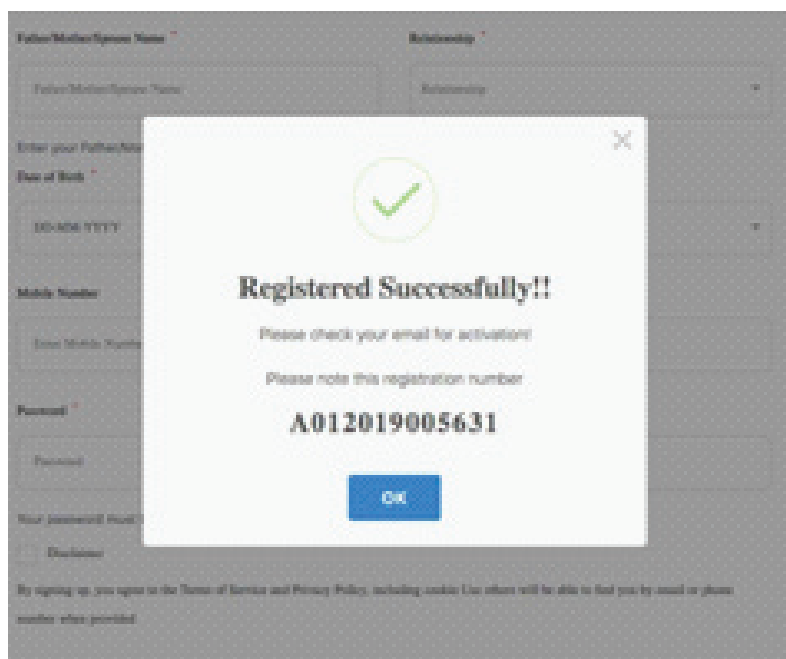


Step 2 Short Registration form will open up. You would be required to fill your Basic, Family, and Basic details and click on continue.

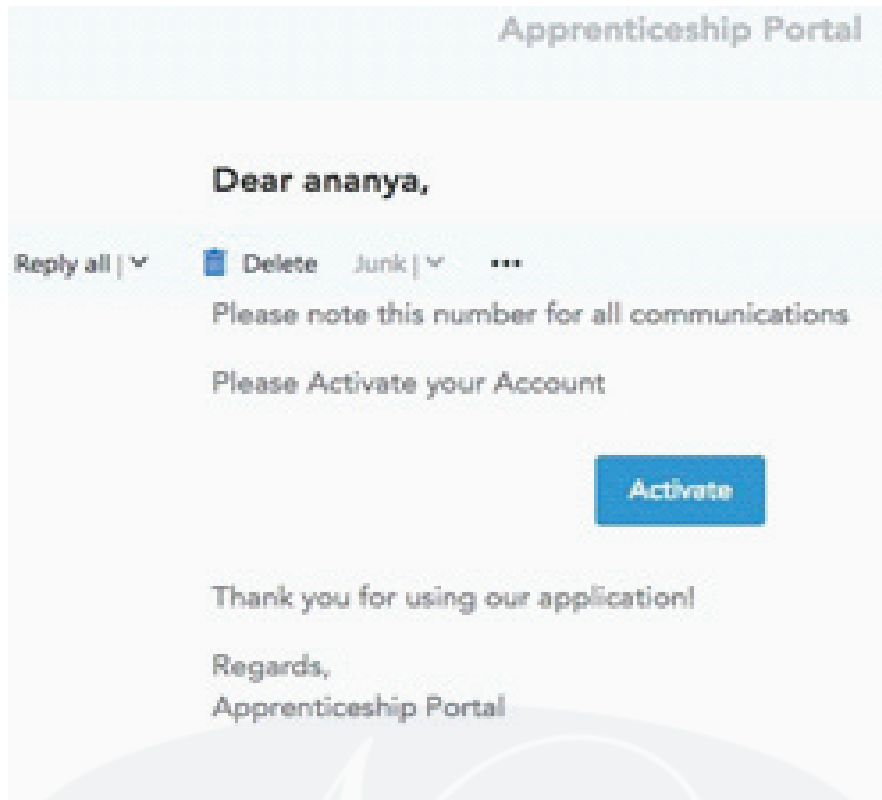


Note: Please enter your valid email ID as the activation link will be sent through a mail to that ID. Also, remember the password as you would be using it to log into your account on the apprenticeship portal.

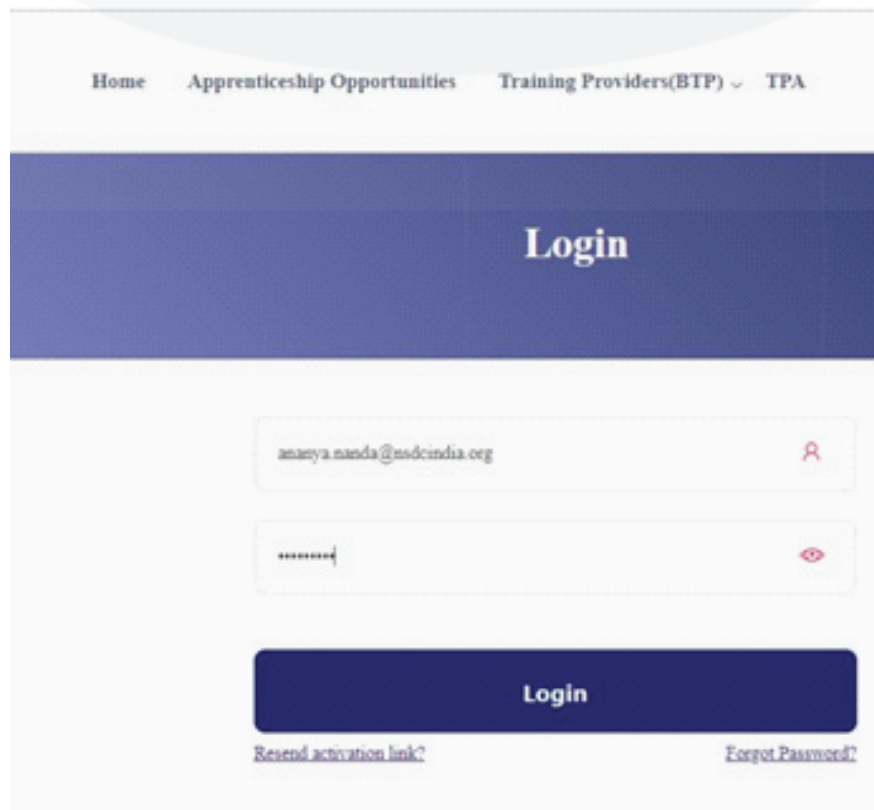
Step 3 After submitting, you will get a registration number which notifies your account creation. Then you will receive an activation email on the registered Email address.



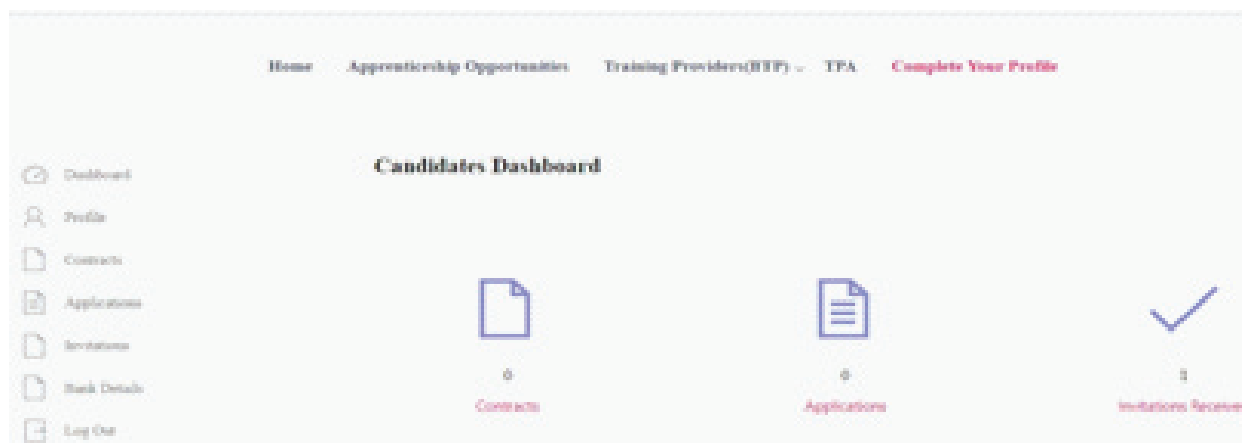
Step 4 Open your email and open the mail from NAPS. Click on the ACTIVATE button.



Step 5 Once you click on the activate button, the screen will automatically redirect you to the login page. Type your registered email ID and password (the email ID and Password should be the same you mentioned during registration) to log in.



Step 6 Once you have logged in, click on the button “ Complete your Profile”. You will not be able to apply to any apprenticeship opportunity without completing your profile.



Step 7 Start by clicking the Edit button (encircled below) to add your “About Me” and Contact details. In the Edit section, the fields marked as**are mandatory need to be filled up.

2. Read the following statements carefully and find out the wrong statements.

- Profile completion requires uploading your profile on the NAPS portal
- Activation code will take you to the registration page.....
- Profile completion is not required to join the NAPS portal
- Every trainee gets the registration number



a. How to search for a job online?

Gone are days when an individual had to visit different companies to drop their resume or to make several calls to explore job opportunities. The digital world has made the job searching process easier and fast.

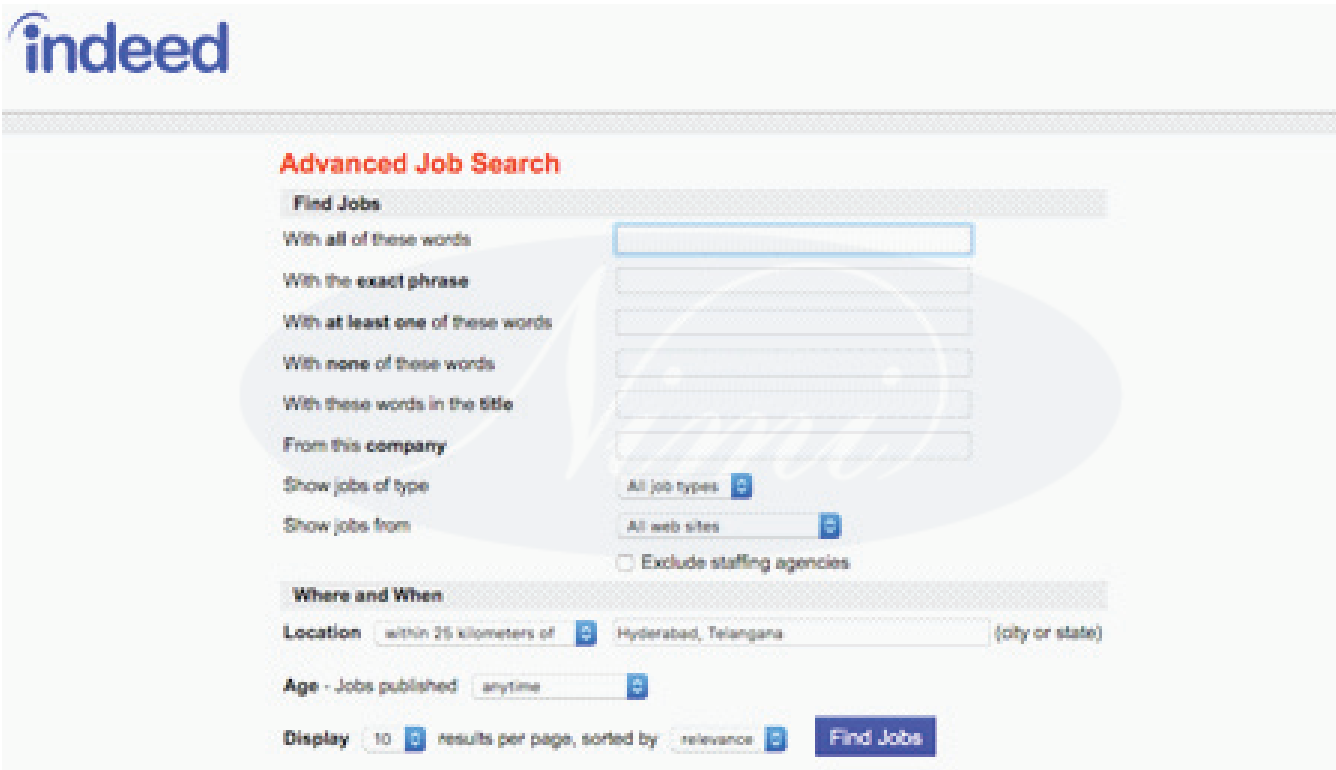
- Career Websites on the internet are a great way to find jobs and apply for jobs that suit you. It provides you the basic information regarding salary, technical skills required, roles and responsibilities and job location. Post your resume on the site for the position that might be of interest to you. Afterwards, companies that have access to your resume and find you a suitable candidate for their requirements will approach you.

c. Some of the well-known career sites are:

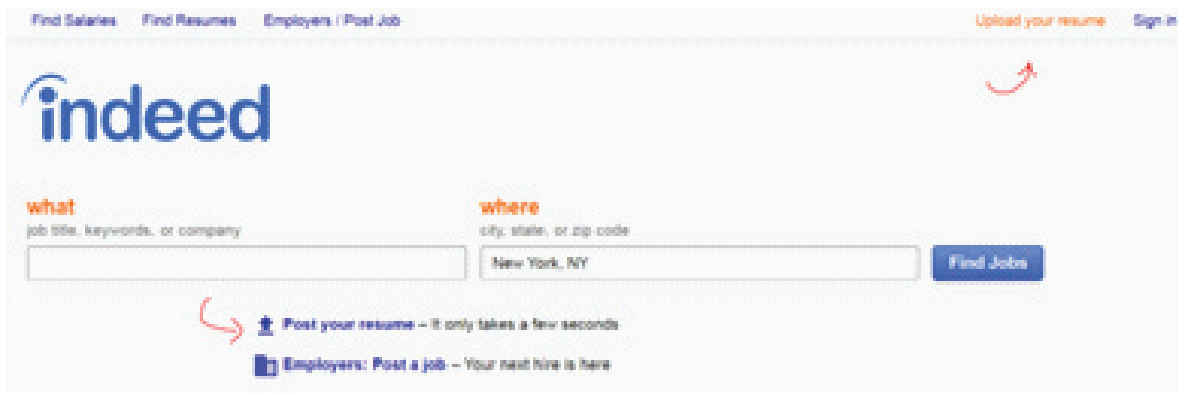
- www.timesjobs.com
- www.monsterindia.com
- www.shine.com
- www.careesma.in
- www.babajob.com
- https://in.linkedin.com

d. Steps to apply for a job on any career site

- i. Search for the reliable job site.
- ii. Search for a specific job. Not just once, or twice, but many times.
- iii. Set up your online profile on the job site.



iv. Post your resume and click on Yes under the apply column.



3. Creating Job application spreadsheet

- i. Create a Job application spreadsheet. It would help you to stay organized during job search.

Spreadsheet Class		Job application tracker					Today's Date 11/18/2019	
Company Name	Position Title	Website Link	Address	Contact Name	Phone Number	Job pay	Date Applied	Interview 1 Date
Super Foods	Warehouse Associate	https://www.sp	502 Example Road	Davis, Matthew	(000) 111-1111	\$15 / hr	11/1/2019	
Discount Electronics	Order Puller	https://www.sp	628 Example Avenue	Parker, Elena	(000) 222-2222	\$18,000.00	10/21/2019	10/30/2019
Quality Foods	Inventory Manager	https://www.sp	822 Example Lane	Miller, Jaxon	(000) 333-3333	\$35,000.00	10/25/2019	1/29/2019
EZ Retail	Order Selector	https://www.sp	500 Example Way	Torres, Lucy	(000) 444-4444	\$14 / hr	11/7/2019	
Best Foods	Warehouse Worker	https://www.sp	1329 Example Road	Rogers, Carter	(000) 555-5555	\$12 / hr	11/18/2019	

- ii. Complete the required fields and click on Create Alert. As a result, you will get an email notification in your registered email ID whenever a job matches your search preferences.

Email me jobs similar to: JUNIOR SOFTWARE DEVELOPER

- iii. If you get a call from a company, congratulations! Start preparing for an interview. If not, do not be disheartened, keep exploring and continue applying for jobs.

KWL

Complete the 'What I Learned' column in the KWL chart.



What is the full form of NAPS?

State some well-known career websites.

What are the key components of the Job tracker spreadsheet?

Why should I register myself on the NAPS portal.



To know more about this topic, explore some other ways to explore job opportunities.

LinkedIn Create your LinkedIn profile and update it properly. Your profile allows you to expand your professional network bigger. It is more likely that you will find out new job opportunities. After creating a profile, start checking the companies you aspire to join and follow them. This is one of the best ways to stay on the top to understand recent market trends and employers' expectations.

Job Fairs Be open-minded and prepared to participate in various placement events organized either by the institute or by companies.

Company Websites Visit the career section of the company's website you aspire to join. If you find that the opportunity matches your skillsets and interest, Apply!

12. Getting Ready for Job – 1



At the end of this lesson, you shall be able to:

- identify important information to succeed in campus placements
- recognize benefits other than salary that companies offer
- prepare to apply for jobs.



After completing ITI training, the next step is to get a decent job. Many trainees get selected in campus placements but a lot of trainees are unable to succeed. You must be prepared to take on the challenge of getting a job on your own. Hence, you must be aware of ways to make your job search and attainment successful.

To make an effective job search you must know what kind of job you are looking for, where you can locate such job opportunities, what documents you need to keep ready. You must also be able to understand what if the job opportunity is good for you. You should know – the benefits (salary, work-life balance, healthcare, PF, etc.) associated with the job and whether they are right as per the industry standards.



(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



Anil and Deepa are in the final year of their course and their studies are going to get over in a couple of months. Let's see what they are thinking right now.

What Kind of Job will I get?

What will be the salary?

Who can help me in job search at my ITI?



Which Websites I can use for job search ?

When do companies visit my ITI for campus placement ?

What are the other benefits (other than salary) offered by companies ?





- 1. Often it is observed that trainees are not aware of placement activities in their campuses. Due to this, many trainees miss out on important job opportunities. It is time now to collect important information on placement related information.**

Do the following activities in your ITI:

- Find out the person who handles the placement related activities – Joint Apprenticeship and Placement officer (JAPO) in your ITI.
- Find out the month when companies come to your ITI for placement activities.
- Collect the name of any three companies and the job profile they offered at your ITI last year. What was the range of salary offered?
- Try to get an idea of the selection procedure these companies followed and the kind of questions asked during the selection process.

The first one has been done as an example:

Know your Campus placements- KYC				
Name of APO/JAPO	Companies that came for placements	Month of campus placement	Salary offered	Selection process
Mr. Ratan Singh	Tata Motors	June	Rs. 14,000	Written Test, Group Discussion, Personal Interview

- 2. You have gathered some important information regarding campus placements in your ITI. Now you must know that there are certain preparatory steps that you need to take to be able to appear for campus placement and succeed. Let us make a checklist of all these things. This checklist will help you remember all the important things before campus placement.**

Campus Placement readiness		
My Resume is ready	Yes	No
I know what kind of questions are asked in the written test.	Yes	No
I know what kind of questions are asked in the interview.	Yes	No
I have kept formal clothes ready for the campus placement.	Yes	No

3. If someone does not get selected in campus placement, it's not a problem. One should not worry. Instead, one must get ready to get a job on his own. Nowadays, almost every company places the vacancies on their websites and other job-related websites. So, it is important that you make your profile on these websites.

With the help of the internet and your JAPOs/APOs, search five websites that display jobs for freshers and make your profile on them. In the given table, write down the names of the five job websites.

Websites that display jobs
1.
2.
3.
4.
5.

4. With the help of government / private job advertisement available on the internet, newspapers etc., make a list of various benefits that the companies offer to their employees. Some examples of such benefits are house rent allowance, casual leave, opportunities for higher studies. Write as many benefits as you can find in the given box.



Complete the 'What I Learned' column in the KWL chart.



- Campus placement is the first opportunity to get a job. Always know the JAPO/ APO (Apprenticeship and Placement officer) in your ITI.
- It is important to know which companies selected trainees from your ITI in the past and the salary offered.
- It is important to make your profile in websites that display jobs and be ready to grab a job on your own.

13. Getting Ready for Job – 2



At the end of this lesson, you shall be able to:

- identify important things to remember while applying for job
- recognize the steps to apply for a job
- practise applying for jobs.



It is the dream of every trainee to do the job of his/her interest. We all have different interests. Some of us want to take up a government job, while some of us want to make career in the private sector. Both choices are equally good and the path you choose, depends upon your area of interest. To be successful, it is important that you are aware of the preparatory steps when you are applying for job.

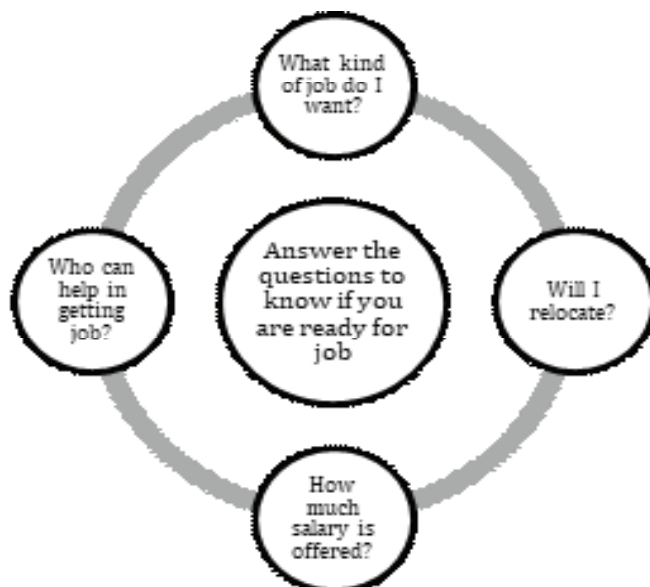
An important document required for applying for jobs is your job application. In this document, you tell the employer why you want to do the job, why you are the right person for the job. A job application also gives you a chance to showcase your previous experience and learnings and how you will apply it in the job that you are applying for.

KWL

(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)



There are few common things that you must take care of when you write the application.

a. Make your Job Application error-free

When you apply for a job, you need to submit a job application. Your application must have:

- i. complete and crisp information regarding your education, skills and experience
- ii. no spelling mistakes
- iii. no grammatical errors
- iv. no wrong information.

b. Steps to apply for a job

- i. Decide what kind of work you want to do.
- ii. Search for the companies that offer the work of your interest.
- iii. Be flexible to relocate (move to the city where the job is being offered).
- iv. Always keep realistic expectations (Know how much salary companies offer for the work of your interest, the cities where your favourite job is offered, what are the skills and experience that companies look for).
- v. Keep important documents such as Resume, Mark sheets and extra-curricular certificates ready.
- vi. Resources that you can use for getting a job are:
 - Companies visiting your ITI for placements. This is the easiest opportunity for you. So make the best use of it.
 - Take help from your ITI placement heads (Apprenticeship and Placement officers), seniors and relatives who are working in industries. Never hesitate to ask for help.
 - Use Job-related websites and Apps. Make your profile on at least 5 good websites. Actively search for jobs every day. Subscribe the newsletter and emails from these websites. Update your profile whenever you learn a new skill or complete a certification.
- vii. Send your application and other required documents to the concerned people as soon as possible. Never wait till the last moment.
- viii. Be careful of fake jobs. Never pay any amount for job offers. If you receive a job offer from a company and in the email you are asked to make a payment, verify the same from either the official website or any genuine person. only fake job offers ask for money.



- 1. Imagine that you have finished your course and now it is time to apply for your dream job. Take help of your instructors and the internet, write a job application or a cover letter describing your education, skills, reason for applying for the job and why you should get the job. Keep a maximum of three paragraphs. Attach your Resume/ Biodata with the application.**
- 2. Talk to your seniors who are working in the industry. Try to find out how they got their first job. You may use the given questions to gather information:**
 - a. How did you get your first job after finishing studies?
 - b. What preparation did you make to get the job?
 - c. Where was the job location? Was it in your hometown or some other place?
 - d. How much salary did you get?

14. Safety Policy at Workplace



At the end of this lesson, you shall be able to:

- identify how to develop Professional Attitude
- identify the Sexual Harassment at the Workplace Act
- recognize prohibition and redressal of Sexual Harassment.



In your first year, you studied about workplace safety in the module ‘Occupational Safety, Health and Environmental Education’. In this lesson, we shall discuss about women safety at the workspace. In India, it is a big challenge for women to access good education and safe jobs. It is the duty of the entire company – employers, colleagues and supervisors to ensure that safe and healthy work environment is always present for women to work in.

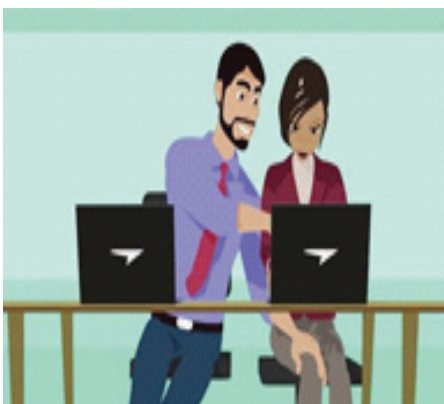
Workplace safety is important regardless of the size of the company. All companies need to incorporate safety in their workspaces. It is the right of all employees to have a safe work environment.



(What I already **K**now)

(What I **W**ant to find out)

(What I **L**earned)





- a. Sexual harassment at a workplace creates an insecure and hostile work environment. It discourages women participation in work, thereby adversely affecting their social and economic development. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 also known as POSH (Prevention of Sexual Harassment) Act safeguards women rights and safety.
- b. What is considered as a workplace?
 All offices and facilities (such as parking lots and café) that are found in the compound.
 A workplace would cover visiting client sites including the transportation to make such visits be it a car, train or an airplane.
 Any official gathering such as social, business or other functions/occasions.
 Any work done or interaction with fellow employees or third-party on electronic platforms.
- c. What is sexual harassment?
 Sexual Harassment means any unwelcome conduct of sexual nature, which makes a person feel offended, humiliated and/or intimidated.
 It involves one or more incidents and actions constituting harassment. It may be physical, verbal or non-verbal.
 This may happen offline or online at the workplace.



1. Let's explore to identify what can be constituted as sexual harassment.

Divide the class into 4 groups. Each group takes up one category to discuss. In your groups, discuss what according to you is an example of sexual harassment. Once you have finished, present your findings in the larger group.

Physical	Verbal	Non-verbal	Online
For example, unwelcome physical contact	Sexual comments, stories and jokes	Flashing, winking, any form of sexual physical gesture	Any form of sexual harassment via electronic medium, which includes phone, computer, laptop, email or social media platforms.



If you encounter any form of sexual harassment at the workplace, it is important to report it to an Internal Complaint Committee.

a. What is an ICC (Internal Complaint Committee)?

The ICC is the initial in-house body. It is an obligation under the Act to be adhered to by an employer of a workplace with more than ten employees. The major functions of the ICC involve implementing the policy relating to the prevention of sexual harassment, resolving complaints by the aggrieved and recommending actions to be taken by the employer.

b. ICC constituted by an employer should comprise three categories of members with certain eligibility criteria as follows:

- i. Presiding Officer: Is the chairperson of an ICC and shall be a senior-level female employee.
- ii. External Member: The ICC should include an external member who is familiar with issues relating to sexual harassment and has legal knowledge.
- iii. Employee Members: The ICC should also include two or more members from its employees, preferably individuals with legal knowledge, experience in social work or committed to the cause of women empowerment.

Note: For any action to be taken by ICC, the reporting of sexual harassment by the aggrieved is to be made in the written format only. It is the responsibility of an ICC to maintain full confidentiality.

2. Read the scenario carefully. Think whether this falls under ICC and tick the appropriate box.

Scenario	YES	NO
You work for a company as a trainee and due to some personal reasons, you missed a project deadline. Your team leader Mr. Ali calls you in his office and criticizes you for not completing the work on time.		
You study in a college. You were sick and couldn't score passing marks in a subject. Your instructor Mr. Prakash offers to give good marks in exchange for having lunch with him.		
You have started your own boutique. You have hired tailors at your workplace. You notice that one of your male tailors, touches the customer inappropriately while taking her measurements.		
You work in a company as a customer service associate. You have lots of other colleagues working in the same position as yours. Your boss Mr. Sudhir is very impressed by your good and timely work and hence promotes you. You came to know that your colleagues are gossiping about your sexual relationship with your boss.		
You work in a company as a receptionist. Occasionally, due to late meetings with external clients, your boss Mr. Nayar asks you to stay till late hours for coordination purposes and often drops you home in his car.		

3. Recall the safety lesson in your trade or first year of Employability Skills. Look at the given visual. Identify the safety equipment to be used in a construction site and mention its name and purpose in the given table.



Safety Equipment	Purpose

4. Identify the different types of hazards in the given visual. Clue: Chemical, Physical and Biological hazards. You may work in pairs and get the help of the instructor, if required.



KWL

Complete the 'What I Learned' column in the KWL chart.



What is the POSH Act?

How does the ICC help you at the workplace?

When will you have to report to ICC, in case of sexual harassment?



To know more about this topic, go to <https://bharatskills.gov.in/> or <http://questapp.in/> and watch the module on Sexual Harassment at the Workplace Act. Refer to 'Labour Welfare' in Quest App.

Search on the internet about safety in the workplace and types of hazards. Prepare a chart with images and description to display in the ITI.

15. Hygiene and Ethical Use of Organizational Resources



At the end of this lesson, you shall be able to:

- identify the importance of personal and community hygiene
- recognize the need for responsible and ethical usage of workplace resources
- follow hygienic and ethical practices in the workplace.



Cleanliness is next to Godliness. This is an old saying that highlights the importance of maintaining cleanliness around us. **Hygiene** is the practice of keeping yourself and your surrounding neat and clean. It also includes having clean and fresh food. By maintaining hygiene, you can keep your mind and body healthy, avoid falling ill and save others from diseases such as diarrhea and pneumonia. You can maintain hygiene at the personal and community levels.



(What I already Know)

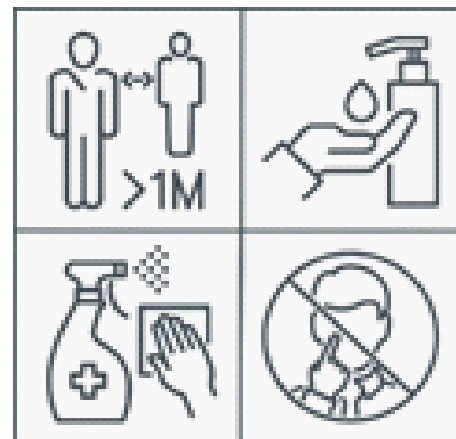
(What I Want to find out)

(What I Learned)



Help Prevent the Spread of COVID-19
Practise Physical Distancing

When possible, maintain 2 metres (6 feet) distance apart from others.





- The term personal hygiene refers to your taking care of your health and cleanliness around yourself. Some examples of personal hygiene are maintaining trimmed and clean nails, brushing teeth twice a day, washing hands before and after eating food.
- Community hygiene refers to the taking care of and cleanliness of the environment around us. Some examples of community hygiene are keeping your home and surrounding areas clean by using garbage cans to dispose of wastes, avoid spitting in public places.
- Some resources are very important for your professional life. Its only when you manage them properly, can you be successful at work. Such resources are called organizational resources.
- The most important organizational resource is Time. There are certain points related to time that we must keep in mind:
 - Whatever work we take up needs to be delivered on time.
 - Arrive at office on time. Take care that you are never late for the meetings. Always fix the meeting time in advance and come prepared for the meeting so that time of other people involved is utilized properly.
 - If someone else is delaying a task or scheduled meeting, then he/she needs to be reminded politely about the delay
- In the professional world, we work as a team. Hence, it is important that work is divided properly among all the team members. For this, you can make a list of all the tasks that are to be done to get the work finished. Then distribute the work based on strengths of each team member. Some team members may require help to finish their task. So you need to be ready to cooperate with them. While you do all the mentioned things, you must not forget that you have your personal life too. Always focus on your work during your office hours, but remember to take out time for your hobbies and spend good time with your family. This way you can maintain worklife balance.



- Look at the picture given. These are some hygienic habits that we are taught since our childhood. Try to think about a usual day in your life and note down five activities that come under the category of good hygiene and make another list for all the activities that you think you need to improve (those activities which reduce your hygiene levels).



Me and Hygiene	
Activities that are hygienic	Activities where I need to improve

2. Make a list of five diseases that are caused due to poor hygiene and how you can prevent them. You may use your skill in searching on the internet.

Name of disease	Method of prevention

3. Imagine that you are the owner of a restaurant. Write any five points that you will keep in mind to maintain hygiene.

Name of disease	Method of prevention

4. Once you finish your ITI course, you will join a company to work. Write down five habits that will help you in becoming better employee.

Habits that can make me better employee

5. Look in the internet for information on personal hygiene and community hygiene to be safe from COVID-19. You may use the information in the visual in the illustration section, if required. List the safety measures to be followed to prevent getting infected by COVID-19.

KWL

Complete the 'What I Learned' column in the KWL chart.



- What is meant by community hygiene?
- How should one maintain personal hygiene during COVID-19 epidemic?
- What is meant by Organizational resources?



1. The natural ability of a person to do something and how quickly he/she can learn something is called
 - a. upskilling
 - b. reskilling
 - c. career path
 - d. aptitude
2. Why do organizations conduct aptitude tests?
 - a. to know whether they have vacancies
 - b. to know if ITI trainees are available
 - c. to know whether a candidate is suitable for a job or not
 - d. all of the above
3. An organization that wants to recruit candidates
 - a. calls for applications from eligible candidates
 - b. conducts aptitude tests
 - c. interviews candidates
 - d. all of the above
4. What do aptitude tests test?
 - a. reasoning ability
 - b. quantitative aptitude
 - c. numerical or arithmetic ability which is a part of quantitative aptitude
 - d. all of the above
5. Identify the relation on the basis of given information. Q is father of A and B. X is mother of K, N is son of A. N is the only brother of K. X is daughter-in-law of P. P has only one daughter and one son. How is X related to B?
 - a. Sister
 - b. Daughter
 - c. Mother
 - d. Mother-in-law
6. Based on the statement given below find out which conclusion is correct: $U > Y \geq W \leq K$; $W = X \geq Z$
Conclusion: I. $U > K$ II. $Z \leq K$
 - a. Only I is correct
 - b. Only II is correct
 - c. Both I and II are correct
 - d. Both are wrong
7. A series of numbers is given. You need to fill a number in the blank by understanding the pattern of the series. Fill the number in the place of question mark: 47 48 51 60 87?
 - a. 152
 - b. 168
 - c. 172
 - d. 144
8. Draw a conclusion based on the information given. Statements: No apple is a plum. All plums are oranges. All oranges are mangoes. Conclusions: I. All plums are mangoes. II. At least some mangoes are oranges.
 - a. Only I is correct
 - b. Only II is correct
 - c. Both options are correct
 - d. Both options are wrong
9. A man can reach a certain place in 40 hours. If he reduces his speed by $\frac{1}{15}$ th, he goes 5 km less in that time. Find the total distance covered by him.
 - a. 60
 - b. 85
 - c. 75
 - d. 52
10. A person travelled 132 km by auto, 852 km by train and 248 km by bike. It took 21 hours in all. If the speed of train is 6 times the speed of auto and 1.5 times speed of bike, what is the speed of train? Options
 - a. 78 kmph
 - b. 84 kmph
 - c. 96 kmph
 - d. none
11. 3 is what percentage of 3000?
 - a. 10%
 - b. 5%
 - c. 1%
 - d. 0.1%
12. A man bought a lamp for Rs 100 and sold it for Rs 120. How much profit did he make? What is the profit percentage?
 - a. Profit Rs 10; Profit percentage 40%
 - b. Profit Rs 20; Profit percentage 20%
 - c. Profit Rs 20; Profit percentage 10%
 - d. none
13. During an interview, you
 - a. can prove your ability to introduce yourself
 - b. may demonstrate your talent in communication
 - c. get the opportunity to showcase your skills and knowledge
 - d. all of the above

14. Through an interview, the employer is able to find if the candidate
- has the ability to perform the job
 - is reliable, honest and trustworthy
 - will fit into the organization
 - all of the above
15. Identify the steps to be followed while applying for jobs.
- browsing job portals to apply for jobs
 - applying for jobs with a well-written resume
 - practise and rehearse on how to behave during the interview
 - all of the above
16. During an interview, one should
- greet the interviewer with a smile
 - maintain eye contact, speak clearly and loudly
 - when the interview is over, thank the employer.
 - all of the above
17. Rehearsing or practice sessions before an interview is called
- pre-interview
 - amateur rehearsal
 - post interview
 - mock interview
18. Mock interviews help to boost the candidate's self-esteem and confidence.
- True
 - False
19. Online interviews are conducted
- in person
 - through video or audio platform
 - in the job market
 - none
20. Before attending an online interview, it is important to
- select a location where there will be no disturbance or noise with proper lighting
 - keep resume, pen, notebook for writing notes and a glass of water ready
 - test the internet connection, microphone, web camera
 - all of the above
21. A resume lets the prospective employer know about the candidate's
- skills
 - education
 - experience
 - all of the above
22. Resumes help to make a positive impact on employers.
- True
 - False
23. Career objectives should be
- modified to meet the need of the organization
 - suitable for the job applied for
 - brief
 - all of the above
24. Activities that one does during free time such as reading, gardening, writing blogs are called
- experience
 - hobbies
 - qualifications
 - objectives
25. When a person is naturally good at doing something, it is his/her
- weakness
 - family
 - strengths
 - none
26. Tools and techniques used to make one's task easier to work efficiently and mentioned in resumes are called
- software
 - reading
 - examples
 - skills
27. A paid period of training that allows you to learn a particular skill or a set of skills while you work in the industry is called
- crafting
 - opportunity
 - entrepreneurship
 - apprenticeship
28. Government of India promotes apprenticeship through
- NAPS
 - entrepreneurship development
 - internet
 - webcasting
29. It is important to ----- on the NAPS ----- to apply for apprenticeship.
- portal, registered
 - register, portal
 - registered, portal
 - register, portals

30. Identify the professional networking platform from the given options.
 a. Facebook b. Instagram c. Linked d. LinkedIn
31. To make effective job search, you must
 a. know the kind of job you are looking for b. where you can locate such job opportunities
 c. what documents you need to keep ready d. all of the above
32. Job benefits that an individual can benefit from when employed
 a. salary b. healthcare or insurance c. PF d. all of the above
33. Jobs are available in ----- and private -----.
 a. sector, government b. government, sector c. governed, private d. none
34. An error-free application means an application with
 a. no spelling mistakes b. correct grammar
 c. all relevant and correct information d. all of the above
35. ----- safety is very important. All companies need to incorporate ----- in their workspaces.
 a. safety, workplace b. workplaces, safe c. workplace, safety d. workplaces, safest
36. POSH mandates safety of ----- and ----- of sexual harassment in the workplace.
 a. woman, prevention b. women, prevention c. woman, prevented d. woman, prevent
37. ----- means any unwelcome conduct of sexual nature, which makes a person feel offended or humiliated.
 a. harassment b. domination c. sexual harassment d. safety
38. ICC with respect to POSH and sexual harassment means
 a. Internal Cricket Committee b. International Compliant Committee
 c. Internal Company Committee d. Internal Compliant Committee
39. Internal Complaint Committee of an organisation according to POSH Act should have
 a. presiding officer b. external member c. employee members d. all of the above
40. ----- means the practice of keeping yourself and your surroundings neat and clean.
 a. health b. safety c. community d. hygiene
41. Some examples of ----- hygiene are maintaining trimmed and cleannails, brushing teeth twice a day, washing hands before and after eating food.
 a. community b. organisational c. personal d. personnel
42. Takin care of the environment around us is called ----- hygiene
 a. community b. organisational c. personal d. personnel

16. Project: Market Scan

Recall the Market Scan you did in year 1 and answer the following questions.

How was the experience of visiting a company for a market scan/ interview?

What will you do differently next time?

Were there any skill gaps that you identified?

What will you do to upskill yourself?

