



# **BOARD OF SCHOOL EDUCATION HARYANA**

## **Syllabus and Unit Wise Division of Marks (2024-25)**

**Class- 10<sup>th</sup>**

**Subject: Retail**

**Code: RET 932**

### **General Instructions:**

1. There will be an Annual Examination Based on the Entire Syllabus.
2. The Annual Examination will be (60/2) 30 Marks and, External Assessment (Practical) Examination will be 50 Marks and 20 Marks weightage shall be for Internal Assessment.
3. For External Assessment (Practical) Examination:
  - (i) External Assessment- Hand on Skill of 25 (Written 10, Practical 15).
  - (ii) External Assessment- Portfolio of 10.
  - (iii) External Assessment- Viva of 15.
4. For Internal Assessment:
  - (i) For 4 Marks- Two SAT Exams will be conducted and will have a weightage of 04 Marks towards the Final Internal Assessment.
  - (ii) For 2 Marks- Half Yearly Exam will be conducted and will have a weightage of 02 Marks towards the Final Internal Assessment.
  - (iii) For 2 Marks- Pre-Board Yearly Exam will be conducted and will have a weightage of 02 Marks towards the Final Internal Assessment.
  - (iv) For 2 Marks- Subject Teacher will Assess and give Maximum 02
  - (v) For 5 Marks- A Project Work to be Done by Students and will have a weightage of 05 Marks towards the Final Internal Assessment.
  - (vi) For 5 Marks- Attendance of Student will be Awarded 05 Marks as:

75% to 80%	- 01 Marks
Above 80% to 85%	- 02 Marks
Above 85% to 90%	- 03 Marks
Above 90% to 95%	- 04 Marks
Above 95%	- 05 Marks



# NSQF Course Structure (2024-25)

Class- 10<sup>th</sup>

Subject: Retail

Code: RET 932

Sr. No.	Vocation Skill Units	Marks
1.	Unit 1 Retail Store Operation (Session 1 to 4).	10
2.	Unit 2 Delivery of Goods (Session 1 to 4).	12
3.	Unit 3 Health and Safety Measures (Session 1 to 4).	16
4.	Unit 4 Work in Team and Organizations (Session 1 to 4).	12
	<b>Employability Skill Units</b>	
1.	Unit 1: Communication Skill (Session 1 to 7).	2
2.	Unit 2: Self- Management Skill (Session 1 to 5).	2
3.	Unit 3: Information and Communication Technology Skill. (Session 1 to 4).	2
4.	Unit 4: Entrepreneurship Skill (Session 1 to 4).	2
5.	Unit 5: Green Skill (Session 1 to 2).	2
	Total	(60/2) =30
	Practical Examination	50
	Internal assessment	20
	<b>Grand Total</b>	<b>100</b>



## Vocational Retail Subject Book:

### **Unit 1: Retail Store Operation.**

- Session 1: Retail Operations: Filling Up Shelves.
- Session 2: Maintain Stock Level.
- Session 3: Respond and Communicate to Customers.
- Session 4: Categorization of Retailers.

### **Unit 2: Delivery of Goods.**

- Session 1: Delivery Procedure.
- Session 2: Modes of Transportation.
- Session 3: Loading and Unloading.
- Session 4: Follow Delivery Process.

### **Unit 3: Health and Safety Measures.**

- Session 1: Accidents and Emergencies at Retail Store.
- Session 2: Safety Measures at Retail Store.
- Session 3: Lift and Handle Goods Safely.
- Session 4: Safety Precautions for Employees.

### **Unit 4: Work in Team and Organizations.**

- Session 1: Support Team Work.
- Session 2: Team Aims and Targets.
- Session 3: Employee Rights and Responsibilities.
- Session 4: Effective Work Habits



## **Employability Skill Book:**

### **Unit 1: Communication Skills.**

- Session 1: Methods of Communication.
- Session 2: Verbal Communication.
- Session 3: Non-Verbal Communication.
- Session 4: Communication Cycle and Importance of Feedback.
- Session 5: Barriers to Effective Communication.
- Session 6: Writing Skills: Parts of Speech.
- Session 7: Writing Skills: Sentences.

### **Unit 2: Self-Management Skills.**

- Session 1: Stress Management.
- Session 2: Self – Awareness – Strength and Weakness Analysis.
- Session 3: Self - Motivation.
- Session 4: Self – Regulation – Goal Setting.
- Session 5: Self – Regulation – Time Management.

### **Unit 3: Information and Communication Technology Skills.**

- Session 1: Basic Computer Operations.
- Session 2: Performing Basic File Operation.
- Session 3: Computer Care and Maintenance.
- Session 4: Computer Security and Privacy.

### **Unit 4: Entrepreneurship Skills.**

- Session 1: Entrepreneurship and Society.
- Session 2: Qualities and Functions of Entrepreneurship.
- Session 3: Myths about Entrepreneurship.
- Session 4: Entrepreneurship as a Career Option.

### **Unit 5: Green Skills.**

- Session 1: Sustainable Development.
- Session 2: Our Role in Sustainable Development.



# Month wise NSQF Syllabus Teaching Plan (2024-25)

Class- 10<sup>th</sup>

Subject: Retail

Code: RET 928

Month	Subject- Content	Teaching Periods	Revision Periods	Practical Work
April	<b><u>Vocational Skill:</u></b> - Class Admission and Class Readiness Programme Activities. Introduced skills subjects, Brief to Retail Industry, Scope in Retail Industry. <b><u>Unit1: Retail Store Operations.</u></b> Session 1 Retail Operations: Filling Up Shelves. Session2 Maintain Stock Level.	5	5	4
	<b><u>Employability Skill Unit 1: Communication Skill.</u></b> Session 1 Method of Communication. Session 2 Verbal Communication. Session 3 Non-Verbal Communication. Session 4 Communication Cycle and Importance of Feedback.	4	4	2
May	<b><u>Vocational Skill. Unit1: Retail Store Operations.</u></b> Session 3 Respond and Communicate to Customers. Session 4 Categorization of Retailers.	5	5	4
	<b><u>Employability Skill. Unit 1: Communication Skill.</u></b> Session 5 Barriers of Effective Communication. Session 6 Writing Skill-Parts of Speech. Session 7 Writing Skills- Sentences.	4	4	2
June	Summer Vacation			
July	<b><u>Vocational Skill. Unit 2: Delivery of Goods.</u></b> Session 1 Delivery Procedure. Session 2 Modes of Transportation.	5	5	4
	<b><u>Employability Skill Unit 2: Self- Management Skill.</u></b> Session 1 Self-Management. Session 2 Self Awareness- Strength and Weakness Analysis. Session 3 Self-Motivation	4	4	2



Month	Subject- Content	Teaching Periods	Revision Periods	Practical Work
August	<b><u>Vocational Skill.</u></b> <b><u>Unit 2: Delivery of Goods.</u></b> Session 3 Loading and Unloading. Session 4 Follow Delivery Process.	5	5	2
	<b><u>Employability Skill.</u></b> <b><u>Unit 2: Self- Management Skill.</u></b> Session 4 Self- Regulation – Goal Setting. Session 5 Self- Regulation – Time Management.	4	2	6
September	<b><u>Unit 3: Information and Communication Technology Skill.</u></b> Session 1 Basic Computer Operations. Session 2 Performing Basic File Operations			
	<b><u>Vocational Skill.</u></b> <b><u>Unit 3: Health and Safety Measures.</u></b> Session 1 Accidents and Emergencies at Retail Store. Session 2 Safety Measures at Retail Store.	5	5	2
October	<b><u>Employability Skill.</u></b> <b><u>Unit 3: Information and Communication Technology Skill.</u></b> Session 3 Computer Care and Maintenance. Session 4 Computer Security and Privacy.	4	2	6
	<b><u>Vocational Skill.</u></b> <b><u>Unit 3: Health and Safety Measures.</u></b> Session 3 Lift and Handle Goods Safely. Session 4 Safety Precautions for Employees.	5	5	4
November	<b><u>Employability Skill.</u></b> <b><u>Unit 4: Entrepreneurship Skill.</u></b> Session 1 Entrepreneurship and Society. Session 2 Qualities and Functions of an Entrepreneurship	4	2	6
	<b><u>Vocational Skill.</u></b> <b><u>Unit 4: Work In Team and Organization</u></b> Session 1: Support Team Work. Session 2: Team Aims and Targets	5	5	4
	<b><u>Employability Skill.</u></b> <b><u>Unit 4: Entrepreneurship Skill.</u></b> Session 3 Myths About Entrepreneurship. Session 4 Entrepreneurship as a Career Option	4	4	2



Month	Subject- Content	Teaching Periods	Revision Periods	Practical Work
December	<b><u>Vocational Skill.</u></b> <b><u>Unit 4: Work in Team and Organizations.</u></b> Session 3 Employee Rights and Responsibilities. Session 4 Effective Work Habits.	5	5	4
	<b><u>Employability Skill.</u></b> <b><u>Unit 5: Green Skill.</u></b> Session 1 Sustainable Development	4	4	2
January	<b><u>Vocational Skill.</u></b> Retail Unit 1 and Unit 2 Revision	5	5	2
	<b><u>Employability Skill</u></b> <b><u>Unit 5: Green Skill.</u></b> Session 2 Our Role in Sustainable Development	5	5	2
February	<b><u>Vocational Skill.</u></b> Revision of Complete Syllabus.	5	5	2
	<b><u>Employability Skill.</u></b> Revision of Complete Syllabus.	5	5	2
March	Annual Examination			

**Note:**

- Subject Teachers are advised to direct the students to prepare notebook of the Terminology/Definitional Words used in the chapters for enhancement of vocabulary or clarity of the concept.
- The NCERT textbook present information in boxes the book. These help students to get conceptual clarity. However, the information in these boxes would not be assessed in the year-end examination.

**Prescribed Books:**

1. Retail Skill Book- Text Book for Class IX, PSSCIVE Publication.
2. Employability Skill Book- Text Book for Class IX, PSSCIVE Publication.



# NSQF Question Paper Design (2024-25)

Class- 10<sup>th</sup>

Subject: Retail  
Time 2 Hours 30 Minutes

Code: RET 932

Competencies	Total
Knowledge	40%
Understanding	30%
Application	20%
Skill	10%
Total	100%

Type of Question	Marks	Number	Description	Total Marks
Objective Questions	1	15	6 Multiple Choice Questions, 3 Fill in the Blanks Questions, 3 One Word Answer Type Questions, 3 Assertion-Reason Questions	15
Very Short Answer Type Question	2	6	Internal choice will be given in any 2 questions	12
Short Answer Type Question	3	6	Internal choice will be given in any 2 questions	18
Essay Answer Type Question	5	3	Internal options will be given in all the questions	15
Total		30		60