



### Monthly Allocation of Syllabus

<b>Skill Subject Name</b>	<b>Retail</b>
<b>Class</b>	<b>9<sup>th</sup></b>

Month	No. of Working Days	Title		No. of Teaching Periods	No. of Revision Periods
April	13	Unit 1 : Introduction to Retailing	Introduced skills subjects, Brief to retail Industry, Scope in Retail Industry Session 1: Basics of Retailing	9	
		Employability Skills	Brief introduced about Employability Skills	4	
May	23	Unit 1 : Introduction to Retailing	Session 2:- Organized and unorganised Retailing Session 3: Store and Non-store Retailing Session 4: Indian and Global Retailers	10	3
		Employability Skills Unit 1: Communication Skills	Session 1:- Introduction to Communication Session 2: Verbal Communication Session 3: Non Verbal Communication Session 4 : Writing Skills : Part of Speech Session 5: Writing Skills : Sentences	8	2
June		Summer Vacation from 1 <sup>st</sup> June to 30 <sup>th</sup> June			
July	24	Unit 2:- Receiving and Storage of Goods	Session 1 :- Classification of Goods Session 2:- Prodeure for Receiving and Dispatching stock	10	5
		Employability Skills Unit 1: Communication Skills	Session 6:- Pronunciation Basics Session 7: Greetings and Introduction Session 8: Talking about Self Session 9 : Asking Questions I Session 10: Asking Questions II	7	2
August	23	Unit 2:- Receiving and Storage of Goods	Session 3: Storage of Goods in Retails Operations Session 4: Proecess of Goods Handling	10	3
		Employability Skills Unit 2: Self Management Skills	Session 1:- Introduction to Self Management Session 2: Strength and Weakness Analysis Session 3: Self - Confidence Session 4 : Postitive Thinking	7	2
September	23	Unit 3: Stock Levels in Stogae	Session 1:- Stock Levels in Retails Stores Session 2:- Documents Requires for Stock Handling	10	3
		Employability Skills Unit 2: Self Management Skills Unit 3:- Information and Communication Technology Skills	Unit 2:- Session 5: Personal Hygiene Session 6:- Grooming Unit 3 :- Session1: Introduction to ICT Session 2:- ICT Tools : Smartphones and Tablets Session 3:- ICT Tools : Smartphones and Tablets Session 4 :- Parts of Computer and Peripherals	8	2
October	20	Unit 3: Stock Levels in Storage	Session 3:- Reporting Storage Space Session 4:- Handling Equipment	10	2
		Employability Skills Unit 3:- Information and Communication Technology Skills	Session 5 :- Basic Computer Operations Session 6: Performing Basic File Operations Session 7:- Communicatin and Networking Basics of Internet Session 8:- Communication and Networking Internet Browsing	6	2



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November	22	Unit 4: Customer Service	Session 1:- Customer Needs and Service Session 2: Effective Customer Service	10	2
		Employability Skills Unit 3:- Information and Communication Technology	Session 9:- Communication and Networking Introduction to e-mail Session 10:- Communication and Networking Creating Account an e-mail Session 11:- Communication and Networking writing an e-mail Session 12:- Communication and Networking Receiving and Replying to e-mails	8	2
December	24	Unit 4: Customer Service	Session 3: Organization Standards Session 4: Customer Expectation	10	3
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 1:- What is Entrepreneurship Session 2:- Role of Entrepreneurship Session 3: Qualities of a successful Entrepreneur Session 4: Distinguishing Characteristics of Entrepreneurship and Wage Employment	8	3
January	17	Retail Unit 1 and Unit 2	Revision	8	
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 5: Types of Business Activities Session 6: Product, Service and Hybrid Businesses Session 7: Entrepreneurship Development Process	7	2
February		Retail	Revision of Whole Syllabus	12	
		Employability Skills Unit 5 Green Skills	Session 1:- Society and Environment Session 2:- Conserving Natural Resources Session 3: Sustainable Development and Green Economy	6	3
March			Final Examination		

**“It is certified that this Monthly allocation Syllabus Design covers the whole syllabus”**



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### Monthly Allocation of Syllabus

<b>Skill Subject Name</b>	<b>Retail</b>
<b>Class</b>	<b>10th</b>

Month	No. of Working Days	Title		No. of Teaching Periods	No. of Revision Periods
April	13	Unit 1 : Retail Store Operations	Introduced skills subjects, Brief to retail Industry, Scope in Retail Industry Session 1: Retail operations: Filling Up Shelves Session 2 : Maintain Stock Level	10	
		Employability Skills	Brief introduced about Employability Skills	3	
May	23	Unit 1 : Retail Store Operations	Session 3:- Respond and Communicate to Customers Session 4: Categorization of Retailers	12	3
		Employability Skills Unit 1: Communication Skills	Session 1:- Introduction to Communication Session 2: Verbal Communication Session 3: Non Verbal Communication	6	2
June		Summer Vacation from 1 <sup>st</sup> June to 30 <sup>th</sup> June			
July	24	Unit 2:- Delivery of Goods	Session 1 :- Delivery Procedure Session 2:- Modes of Transportation	12	3
		Employability Skills Unit 1: Communication Skills	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	7	2
August	22	Unit 2:- Delivery of Goods	Session 3: Loading and Unloading Session 4: Follow Delivery Process	10	3
		Employability Skills Unit 2: Self Management Skills	Session 1: Stress Management Session 2: Self-awareness – Strength and Weakness Analysis	7	2
September	23	Unit 3: Health and Safety Measures	Session 1:- Accidents and Emergencies at Retail Store Session 2:- Safety Measures at Retail Store	12	3
		Employability Skills Unit 2: Self Management Skills	Session 3:- Self-motivation Session 4: Self-regulation – Goal Setting Session 5 : Self-regulation Time Management	6	2
October	20	Unit 3: Health and Safety Measures	Session 3:- Lift and Handle Goods Safety Session 4:- Safety Precautions for Employees	10	2
		Employability Skills Unit 3:- Information and Communication Technology Skills	Session 1 :- Basic Computer Operations Session 2: Performing Basic File Operations	6	2
November	22	Unit 4: Work In Team And Organization	Session 1: Support Team Work Session 2: Team Aims and Targets	10	2
		Employability Skills Unit 3:- Information and Communication	Session 3:- Computer Care and Maintenance Session 4:- Computer Security and Privacy	8	2



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आज़ादी का  
अमृत महोत्सव

		Technology Skills			
December	24	Unit 4: Work In Team and Organization	Session 3: Employee Rights and Responsibilities Session 4: Effective Work Habits	12	3
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 1:- Entrepreneurship and Society Session 2:- Qualities and Functions of an Entrepreneur	7	2
January	17	Retail Unit 1 and Unit 2	Revision	8	
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 3: Myths about Entrepreneurship Session 4: Entrepreneurship as a Career Option	7	2
February		Retail	Revision of Whole Syllabus	12	
		Employability Skills Unit 5: Green Skills	Session 1:- Sustainable Development Session 2:- Our Role in Sustainable Development	6	3
March			Final Examination		

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### Monthly Allocation of Syllabus

<b>Skill Subject Name</b>	<b>Retail</b>
<b>Class</b>	<b>11th</b>

Month	No. of Working Days	Title		No. of Teaching Periods	No. of Revision Periods
May/July	47	Unit 1 : Fundamentals of Retailing	Session 1: Basics of Retailing Session 2 : Sales Associate Services to Customers Session 3: Skills for Handling Retail Business Session 4: Duties and Responsibilities of a Sales Associate	22	4
		Employability Skills Unit 1 : Communication Skills	Session 1:- Introduction to Communication Session 2: Verbal Communication Session 3: Non-verbal Communication Session 4: Pronunciation Basics Session 5: Communication Styles- Assertiveness Session 6: Saying No-Refusal Skills Session 7: Writing Skills – Part of Speech Session 8: Writing Skills – Sentences Session 9: Greetings and Introduction Session 10: Talking about Self Session 11: Asking Questions Session 12 Talking about Family Session 13 Describing Habits and Routines Session 14 Asking for Directions	18	3
August	22	Unit 2:- Process of Credit Application	Session 1: Features and Conditions for Credit Sales Session 2: Credit Checks and Getting Authorisation Session 3: Processing Credit Requisitions	10	3
		Employability Skills Unit 2: Self Management Skills	Session 1: Strength and Weakness Analysis Session 2: Grooming Session 3: Personal Hygiene Session 4: Team Work	7	2
September	23	Unit 2: Process of Credit Application	Session 4:- Techniques for Determining Creditworthiness Unit-3 Session 1: Methods of Selling Session 2: Sales Promotional Activities	10	3
		Employability Skills Unit 2: Self Management Skills	Session 5 : Networking Skills Session 6 : Self – motivation Session 7 : Goal Setting Session 8: Time Management	08	2



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आज़ादी का  
अमृत महोत्सव

October	20	Unit 3: Mechanism for Customers to Choose Right Products Unit 4: Specialist Support to Customers	Session 3: Responding to Questions and Comments Session 4: Techniques of Closing a Sale  Unit 4: Session 1: Providing Product Information Session 2: Techniques to Encourage Customers to Buy Products	10	2
		Employability Skills Unit 3:- Information and Communication Technology Skills	Session 1 : Introduction to ICT Session 2: Basic Interface of Libre Office Writer Session 3: Saving, Closing, Opening and Printing Document Session 4: Formatting Text in a Word Document Session 5: Checking Spelling and Grammar	6	2
November	22	Unit 4: Specialist Support to Customers	Session 3: Personalised Customer Service Session 4: Post-sales Service Support	10	2
		Employability Skills Unit 3:- Information and Communication Technology Skills	Session 5: Checking Spelling and Grammar Session 6: Inserting Lists, Tables, Pictures, and Shapes Session 7: Header, Footer and Page Number Session 8: Tracking changes in libre officewriter	8	2
December	24	Unit 5: Health and Safety Management	Session 1: Health and Safety Requirements Session 2: Equipment and Material	10	3
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 1:- Introduction to Entrepreneurship Session 2:- Values of an Entrepreneur Session 3: Attitude of an Entrepreneur Session 4: Thinking like an Entrepreneur	8	3
January	17	Unit 5: Health and Safety Management	Session 3: Dealing with Accidents and Emergencies Session 4: Reporting Accidents and Emergencies <b>Revision</b>	8	
		Employability Skills Unit 4 : Entrepreneurship Skills	Session 5: Coming Up with a Business Idea Session 6: Understanding the Market Session 7: Business Planning	7	2
February	21	Retail	Revision of Whole Syllabus	10	
		Employability Skills Unit 5: Green Skills	Session 1:- Sectors of Green Economy Session 2: Policies for a Green Economy Session 3: Stakeholders in Green Economy Session 4: Government and Private Agencies	9	2
March			Final Examination		

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एक कदम स्वच्छता की ओर



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### Monthly Allocation of Syllabus

<b>Skill Subject Name</b>	<b>Retail</b>
<b>Class</b>	<b>12th</b>

Month	No. of Working Days	Title		No. of Teaching Periods	No. of Revision Periods
April	13	Unit 1 : Reslove Costomer Concerns	Session 1: Identifying and listening to customers Problems Session 2: Organizational procedures to deal with customer problems	11	
		Employability Skills	Brief introduced about Employability Skills	2	
May	23	Unit 1 : Reslove Customer Concerns	Session 3: Negotiate to reassure customers Session 4: Handling repeated customer's problems	12	3
		Employability Skills Unit 1: Communication Skills	Session 1:- Active Listening Session 2: Parts of Speech Session 3: Writing Sentences	6	2
June		Summer Vaction from 1 <sup>st</sup> June to 30 <sup>th</sup> June			
July	24	Unit 2:- Delivery of Reliable Service	Session 1 :- Procedure and systems for delivering customer service Session 2: Review and maintain customer service delivery	12	2
		Employability Skills Unit 2: Self-Management Skills	Session 1: Motivation and Positive Attiude Session 2: Result Orientation Session 3: Self-awareness	8	2
August	22	Unit 2:- Delivery Reliable Service	Session 3: Recording of customer service information Session 4: Legl requirements for storage of data	11	2
		Employability Skills Unit 3: Information and Communication Technology Skills	Session 1: Getting Started with Spreadsheet Session 2: Performing Basic Operation in a Spreadsheet Session 3: Working with data and Formatting Text Session 4: Advanced Features in Spreadsheet	7	2
September	23	Unit 3: Customer Relationship Management	Session 1:- Introduction to Customer Relationship Management (CRM) Session 2:- Balance the need of customer and organization	12	3
		Employability Skills Unit 3: Information and Communication Technology Skills	Session 5:- Presentation Software Session 6: Opening, Closing, Saving and Printing a Presentation Session 7 : Working with Slides and Text in a Presentation Session 8: Advanced Features used in Presentation	6	2
October	20	Unit 3: Customer Relationship Management	Session 3:- Customer expectations to develop relationship Session 4:- Effective Communication	12	2
		Employability Skills Unit 4:- Entrepreneurship Skills	Session 1 : Entrepreneurship and Entrepreneur Session 2: Barriers to Entrepreneurship	6	-



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November	22	Unit 4: Continuous Improvement in Service	Session 1: Improvements in customer service Session 2: Mechanism for implementation of changes	12	2
		Employability Skills Unit 4:- Entrepreneurship Skills	Session 3:- Entrepreneurial Attitudes Session 4:- Entrepreneurial Competencies	6	2
December	24	Unit 4: Continuous Improvement in Service	Session 3: Promote continuous improvement Session 4: Improving changes in service counter	12	2
		Employability Skills Unit 5 : Green Skills	Session 1:- Green Jobs Session 2:- Importance of Green Jobs	8	2
January	17	Unit 5 Work in Team & Organisation	Session 1: Organization standards for appearance and behavior Session 2: Support teamwork Session 3: Work effectively in Retail Organization Session 4: Team Aims and Targets	15	2
		Employability Skills	-----	---	--
February	21	Retail	Revision of Whole Syllabus	12	
		Employability Skills	Revision of Whole Syllabus	9	
March			Final Examination		

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