



BOARD OF SCHOOL EDUCATION HARYANA

Syllabus and Unit Wise Division of Marks (2026-27)

Class: 9th Subject: Organised Retail (NSQF) 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 4 Marks- Subject Teacher will Assess and give Maximum 04 Marks for CRP (Class Room Activity).
 - (iv) For 5 Marks- A Project Work to be Done by Students and will have a weightage of 05 Marks towards the Final Internal Assessment.
 - (v) 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 (2026-27)

Class: 9th

Subject: Retail

Code: RET 932

Sr. No.	Vocation Skill Units	Marks
1.	Unit 1: Introduction to Retailing (Session 1 to 4).	16
2.	Unit 2: Receiving and Storage of Goods (Session 1 to 4).	12
3.	Unit 3: Stock Levels in Storage (Session 1 to 4).	10
4.	Unit 4: Customer Service (Session 1 to 4).	12
	Employability Skill Units	
1.	Unit 1: Communication Skill (Session 1 to 10).	2
2.	Unit 2: Self- Management Skill (Session 1 to 6).	2
3.	Unit 3: Information and Communication Technology Skill. (Session 1 to 12).	2
4.	Unit 4: Entrepreneurship Skill (Session 1 to 7).	2
5.	Unit 5: Green Skill (Session 1 to 3).	2
	Total	(60/2) =30
	Practical Examination	50
	Internal assessment	20
	Grand Total	100



Vocational Skill Retail Subject Book:

Unit 1: Introduction to Retailing.

- Session 1: Basics of Retailing.
- Session 2: Organised and Unorganised Retailing.
- Session 3: Store and Non-store Retailing.
- Session 4: Indian and Global Retailers.

Unit 2: Receiving and Storage of Goods.

- Session 1: Classification of Goods.
- Session 2: Procedure for Receiving and Dispatching Stock.
- Session 3: Storage of Goods in Retail Operations.
- Session 4: Process of Goods Handling.

Unit 3: Stock Levels in Storage.

- Session 1: Stock Levels in Retail Stores.
- Session 2: Documents Required for Stock Handling.
- Session 3: Reporting Storage Space.
- Session 4: Handling Equipment.

Unit 4: Customer Service.

- Session 1: Customer Needs and Service.
- Session 2: Effective Customer Service.
- Session 3: Organisation Standards.
- Session 4: Customer Expectation.



Employability Skill Book:

Unit 1: Communication Skills.

- Session 1: Introduction to Communication.
- Session 2: Verbal Communication.
- Session 3: Non-Verbal Communication.
- Session 4: Writing Skills: Parts of Speech.
- Session 5: Writing Skills: Sentences.
- Session 6: Pronunciation Basics.
- Session 7: Greetings and Introduction.
- Session 8: Talking about Self.
- Session 9: Asking Questions-I.
- Session 10: Asking Questions-II.

Unit 2: Self-Management Skills.

- Session 1: Introduction to Self-Management.
- Session 2: Strength and Weakness Analysis.
- Session 3: Self - Confidence.
- Session 4: Positive Thinking.
- Session 5: Personal Hygiene.
- Session 6: Grooming.

Unit 3: Information and Communication Technology Skills.

- Session 1: Introduction to ICT.
- Session 2: ICT Tools: Smartphones and Tablets -I.
- Session 3: ICT Tools: Smartphones and Tablets -II.
- Session 4: Parts of Computer and Peripherals.
- Session 5: Basic Computer Operations.
- Session 6: Performing Basic File Operation.
- Session 7: Communication and Networking – Basics of Internet.
- Session 8: Communication and Networking – Internet Browsing.
- Session 9: Communication and Networking – Introduction to E Mail.
- Session 10: Communication and Networking – Creating an E Mail Account.
- Session 11: Communication and Networking – Writing an E Mail.
- Session 12: Communication and Networking – Receiving and Replying to E- Mails.

Unit 4: Entrepreneurship Skills.

- Session 1: What is Entrepreneurship.
- Session 2: Role of Entrepreneurship.
- Session 3: Qualities of Successful Entrepreneurship.
- Session 4: Distinguishing Characteristics of Entrepreneurship and Wage Employment.
- Session 5: Types of Business Activity.
- Session 6: Product, Service and Hybrid Business.
- Session 7: Entrepreneurship Development Process.

Unit 5: Green Skills.

- Session 1: Society and Environment.
- Session 2: Conserving Natural Resources.
- Session 3: Sustainable Development and Green Economy.



Month wise NSQF Syllabus Teaching Plan (2026-27)

Class: 9th

Subject: Retail

Code: RET 932

Month	Subject- Content	Teaching Periods	Revision Periods	Practical Work
April	<u>Vocational Skill: - Class Admission and Class Readiness Programme Activities.</u> <u>Unit 1: Introduction to Retailing.</u> Session 1: Basics of Retailing. <u>Employability Skill. Unit 1: Communication Skill.</u> Session 1 Introduction to Communication. Session 2 Verbal Communication. Session 3 Non-Verbal Communication. Session 4 Writing Skills: Parts of Speech	5	5	4
		4	4	2
May	<u>Vocational Skill Unit 1: Introduction to Retailing.</u> Session 2: Organised and Unorganised Retailing. Session 3: Store and Non-store Retailing. Session 4: Indian and Global Retailers. <u>Employability Skill. Unit 1: Communication Skill.</u> Session 5 Writing Skills: Sentences. Session 6 Pronunciation Basics. Session 7 Greetings and Introduction. Session 8 Talking about Self. Session 9 Asking Questions-I. Session 10 Asking Questions-II.	5	5	4
		4	4	2
June	Summer Vacation			
July	<u>Vocational Skill. Unit 2: Receiving and Storage of Goods.</u> Session 1: Classification of Goods. Session 2: Procedure for Receiving and Dispatching Stock. <u>Employability Skill Unit 2: Self-Management Skill.</u> Session 1 Introduction to Self-Management Session 2 Strength and Weakness Analysis. Session 3 Self-Confidence. Session 4 Positive Thinking.	5	5	4
		4	4	2



August	<u>Vocational Skill.</u> <u>Unit 2: Receiving and Storage of Goods.</u> Session 3: Storage of Goods in Retail Operations. Session 4: Process of Goods Handling. <u>Employability Skill.</u> <u>Unit 2: Self- Management Skill.</u> Session 5 Personal Hygiene. Session 6 Grooming. <u>Unit 3: Information and Communication Technology Skill.</u> Session 1 Introduction of ICT. Session 2 ICT Tools: Smart phones and Tablets - I. Session 3 ICT Tools: Smart phones and Tablets -II.	5	5	2
September	<u>Vocational Skill Unit 3:Stock Levels in Storage</u> Session 1: Stock Levels in Retail Stores Session 2: Documents Required for Stock Handling <u>Employability Skill.</u> <u>Unit 3: Information and Communication Technology Skill.</u> Session 4 Parts of Computer and Peripherals. Session 5 Basic Computer Operations. Session 6 Performing Basic File Operations. Session 7 Basic of Internet. Session 8 Internet Browsing.	5	5	2
October	<u>Vocational Skill.</u> <u>Unit 3: Stock Levels in Storage.</u> Session 3: Reporting Storage Space. Session 4: Handling Equipment. <u>Employability Skill.</u> <u>Unit 3: Information and Communication Technology.</u> Session 9 Introduction of E-Mail. Session 10 Creating and E-Mail Account. Session 11 Writing an E-Mail. Session 12 Receiving and Replying to E-Mail.	5	5	2



November	Vocational Skill. Unit 4: Customer Service. Session 1: Customer Needs and Service. Session 2: Effective Customer Service. Employability Skill Unit 4: Entrepreneurship Skill. Session 1 What is Entrepreneurship. Session 2 Role of Entrepreneurship. Session 3 Qualities of a Successful Entrepreneurship. Session 4 Distinguishing Characteristics of Entrepreneurship and Wage Employment	5	5	4
December	Vocational Skill. Unit 4: Customer Service. Session 3: Organisation Standards. Session 4: Customer Expectation. Employability Skill. Session-5 Types of Business Activity Session-6 Product, Service and Hybrid Business. Session-7 Entrepreneurship Development Process. Unit 5: Green Skill. Session 1 Society and Environment	5	5	4
January	Vocational Skill. Retail Unit 1 and Unit 2 Revision. Employability Skill. Unit 5: Green Skill. Session 2 Conserving Natural Resources. Session 3 Sustainable Development and Green Economy.	5	5	4
February	Vocational Skill. Revision of Complete Syllabus. Employability Skill. 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 Book- Text book for Class IX, NCERT Publication.
2. Employability Skill Book- Text book for Class IX, NCERT Publication.



NSQF Question Paper Design (2026-27)

Class: 9th

Subject: Retail

Code:RET 932

Time 2 Hours 30 Minutes

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