



BOARD OF SCHOOL EDUCATION HARYANA

Syllabus and Chapter wise division of Marks (2026-27)

Class- 11th

Subject: Organised Retail Code: RET 932

General Instructions:

1. There will be an Annual Examination based on the entire syllabus.
2. The Annual Examination will be of 60/2=30 marks, Practical Examination will be of 50 marks and 20 marks weightage shall be for Internal Assessment.
3. For Practical Examination:
 - i) Two experiments of 10 marks each.
 - ii) One activity of 15 marks.
 - iii) Practical record of 10 marks.
 - iv) Viva-voce of 15 marks.
4. For Internal Assessment:

There will be Periodic Assessment that would include:

- i) For 6 marks- Three SAT exams will be conducted and will have a weightage of 06 marks towards the final Internal Assessment.
- ii) For 2 marks- One half yearly exam will be conducted and will have a weightage of 02 marks towards the final Internal Assessment.
- iii) For 2 marks- Subject teacher will assess and give maximum 02 marks for CRP (Class room participation).
- 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%	- 05marks



Course Structure (2026-27)

Class- 11th

Subject: Organised Retail

Code: RET 932

Unit. No.	Unit Name	Unit Marks
1	Fundamentals of Retailing	10
2	Process of Credit Application	10
3	Mechanism for Customers to Choose Right Products	12
4	Specialist Support to Customers.	10
5	Health and Safety Management	08
	Employability Skill	
1	Unit 1: Communication Skills	2
2	Unit 2: Self-management Skills	2
3	Unit 3: Information and Communication Technology Skills	2
4	Unit 4: Entrepreneurial Skills –	2
5	Unit 5: Green Skills	2
	Total	60/2=30
	Practical Examination	50
	Internal Assessment	20
	Grand Total	100



Vocational Retail Subject Book:

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.

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.
- Session 4: Techniques for determining Creditworthiness

Unit 3: Mechanism for Customers to Choose Right Products.

- Session 1: Methods of Selling.
- Session 2: Sales Promotional Activities.
- Session 3: Responding to Questions and Comments.
- Session 4: Techniques of Closing a Sale.

Unit 4: Specialist Support to Customers.

- Session 1: Providing Product Information.
- Session 2: Techniques to Encourage Customers to Buy Products.
- Session 3: Personalised Customer Service.
- Session 4: Post-sales Service Support.

Unit 5: Health and Safety Management.

- Session 1: Health and Safety Requirements.
- Session 2: Equipment and Material.
- Session 3: Dealing with Accidents and Emergencies.
- Session 4: Reporting Accidents and Emergencies Revision.



Employability Skill Book:

Employability Skill

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: Communication Styles – Assertiveness
- Session 6: Saying No- Refusal Skills
- Session 7: Writing Skills: Sentences
- Session 8: Pronunciation Basics
- 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

Unit 2: Self-Management Skills

- Session 1: Strength and Weakness Analysis
- Session 2: Grooming
- Session 3: Personal Hygiene
- Session 4: Team Work
- Session 5: Networking Skills
- Session 6 : Self-motivation
- Session 7 : Goal- Setting
- Session 8 : Time Management

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
- Session 6: Inserting Lists, Tables, Pictures and Shapes
- Session 7: Header, Footer and Page Number
- Session 8: Tracking Changes in Libre Office Writer

Unit 4: Entrepreneurship Skills

- Session 1: Introduction To Entrepreneurship.
- Session 2: Value of an Entrepreneurship
- Session 3: Attitude of an Entrepreneur
- Session 4: Thinking Like an Entrepreneurship
- Session 5: Coming Up a Business Idea
- Session 6: Understanding The Market
- Session 7: Business Planning

Unit 5: Green Skills

- Session 1: Sector of Green Economy
- Session 2: Policies for a Green Economy
- Session 3: Stakeholders in Green Economy
- Session 4: Government And Private Agencies



Month wise NSQF Syllabus Teaching Plan (2026-27)

Class- 11th

Subject: Organised Ret.

Code: RET 932

Month	Subject- Content	Teaching Periods	Revision Periods	Practical Work
April	Vocational Skill : - Class Admission and Class Readiness Programme Activities. Employability Skill : - Motivation and Introduction to NSQF Subjects.	10		12
May	Vocational Skill . Unit 1: Fundamentals of Retailing . Session 1: Basics of Retailing. Employability Skill . 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: Communication Styles – Assertiveness	12	5	4
June	Summer Vacation	Summer Vacation		
July	Vocational Skill . Unit 1: Fundamentals 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. Employability Skill . Unit 1: Communication Skills Session 6 Saying No- Refusal Skills to Session 14 Asking for Directions	11	5	5
August	Vocational Skill . 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 Employability Skill . Unit 2: Self-management Skills Session 1 Strength and Weakness Analysis to Session 4 Team Work	12	5	4



September	Vocational Skill . Unit 2: Process of Credit Application. Session 4: Techniques for determining Creditworthiness. Unit 3: Mechanism for Customers to Choose Right Products. Session 1: Methods of Selling. Session 2: Sales Promotional Activities. Employability Skill. Unit 2: Self-management Skills Session 5: Networking Skills to Session 8 Time Management	5	11	
October	Vocational Skill . Unit 3: Mechanism for Customers to Choose Right Products. Session 3: Responding to Questions and Comments. Session 4: Techniques of Closing a Sale. Unit 4: Specialist Support to Customers. Session 1: Providing Product Information. Session 2: Techniques to Encourage Customers to Buy Products. Employability Skill. Unit 3: Information and Communication Technology Skills. Session 1 Introduction to ICT to Session 8 Tracking Changes in Libre Office Writer	11	6	4
November	Vocational Skill . Unit 4: Specialist Support to Customers. Session 3: Personalised Customer Service. Session 4: Post-sales Service Support. Employability Skill. Unit 4: Entrepreneurship Skills Session 1: Introduction to Entrepreneurship to Session 7 Business Planning	10	7	4
December	Vocational Skill . Unit 5: Health and Safety Management. Session 1: Health and Safety Requirements. Session 2: Equipment and Material Employability Skill. Unit 5: Green Skills Session 1 Sectors of Green Economy to Session 4 Govt. and Private Agencies.	10	7	4



January	Vocational Skill.	8	7	
	Day 1 to 15 (Winter Vacation) Unit 5: Health and Safety Management. Session 3: Dealing with Accidents and Emergencies. Session 4: Reporting Accidents and Emergencies Revision. Employability Skill. Unit 1 to 3 Revision			
February	Vocational Skill. Revision of Complete Syllabus.		11	
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.



NSQF Question Paper Design (2026-27)

Class- 11th

Subject: Organised Retail

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Time 2 Hours 30 Minutes

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