

# Skill Development course

2017-18.



Jeevika  
Skills for Life

[www.jeevikaskills.com](http://www.jeevikaskills.com)

July 26<sup>th</sup>, 2017

**Dr.M.Jayappa**  
**Principal**  
**RBANM's First Grade College**  
**Bengaluru – 560 042**

Respected Sir,

**Sub: Proposal to conduct Skill Development Courses in RBANM's First Grade College**

Jeevika Skills, Rotary Bangalore Indiranagar and Bharatiya Vidya Bhavan have joined hands to equip the youth of the community with skills in vocational trades that will help them earn a livelihood with dignity.

Over 250 students across Bangalore have been trained and employed under the joint banner of Jeevika Skills, Rotary and Bhavan.

Jeevika Skills in partnership with Rotary Bangalore Indiranagar and Bharatiya Vidya Bhavan would like to offer Retail Sales Associate and Retail Cashier courses to the students of RBANM's First Grade College.

**Course Duration** - 2 months / 100 hours ( Training for 2 hours a day, 5 days a week )

**Batch Size** – 25 to 30 students in a batch

**Training Content** - A perfect blend between Industry knowledge and soft skills

**Training Venue** – RBANM's First Grade College

**Certification & Assessment** – By National Skills Development Council ( NSDC ) and Retailers Association Skills Council of India ( RASCI )

**Completion of Training** – A certificate will be provided by Rotary Bangalore Indiranagar, Bharatiya Vidya Bhavan and Jeevika Skills to the students on completion of their training.

**Job Support** – Full time / Part time job support will be provided to the students on completion of the training

**Course Fee** - Sponsored by Rotary Bangalore Indiranagar

The brochure with details of the course content and duration is attached for your ready reference.

**Deliverables by Jeevika Skills**

1. Provide Training Content and Student Workbooks
2. Provide Industry Specific Trainers for the Course and Pay the Trainer Fee
3. Conduct assessments relevant to the course through NSDC and RASCI
4. Govt Certification from NSDC / RASCI on successfully clearing the assessment
5. Course completion certificate jointly issued by Rotary Bangalore Indiranagar, Bharatiya Vidya Bhavan and Jeevika Skills
6. Full time / Part Time job support after completion of the training

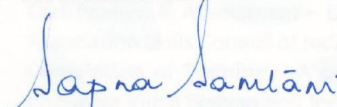
**Deliverables by RBANM's First Grade College**

1. Classroom for conducting the training along with projector and screen
2. The Classroom should have adequate lighting and ventilation
3. Safe Drinking water and clean toilets
4. Mobilisation of students and co-ordination with the students for the course training
5. Classroom / Auditorium for convocation of the students on completion of the training. Partners Rotary Bangalore Indiranagar and Bharatiya Vidya Bhavan will participate in the convocation.

We look forward to your support in training and preparing the students of RBANM's for a bright and prosperous future.

Thank you.

For JEEVIKA SKILLS



**Sapna Samtani**  
Head of Operations



## **SOFT SKILLS TRAINING PROGRAM**

### **Objectives & Methodology**

**Objective:** A short duration program designed specifically to equip Students with effective communication and interpersonal skills which plays a very vital role in enhancing their professional skills. The 15 sessions will focus on:

**Professional & Personal value enhancement for the participants in terms of:**

- 1) Better English communication-face to face communication, telephone & email courtesy.
- 2) Personal grooming and personality development.
- 3) Essential professional skills-being part of a team & time & stress management.

**Methodology:** The course is planned over 15 sessions of 2 hours per session. The pedagogy which will be used would be: • Lecture method • Videos • Activities

### **PROPOSED SOFT SKILLS PROGRAM SCHEDULE**

Topics	Plan	Key Learning's
Grooming	Session 1	1) Importance of Hygiene 2) Basic rules of Hygiene 3) Grooming rules-men 4) Grooming rules-women
Etiquette	Session 2	1) Why is etiquette important? 2) Defining etiquette 3) Being a professional.
Body Language	Session 3	1)What is Body Language 2) Gestures 3) Body Movements 4) Expressions
Body Language	Session 4	5) Listening 6) Interpreting body language 7) Positive & Negative body language 8) The importance of smiling.
Business English	Session 5	Conversational English



<b>Business English</b>	Session 5	Conversational English
<b>Business English</b>	Session 6	Business English
<b>Business English</b>	Session 7	Business English
<b>Email &amp; Telephone Courtesy</b>	Session 8	1) Why? 2) Rules of forming a business email 3) Typical abbreviations 4) Telephone courtesy
<b>Being Part of a Team</b>	Session 9	Why is Team Work Important ?
<b>Being Part of a Team</b>	Session 10	How can you successfully be part of a Team ?
<b>Being Part of a Team</b>	Session 11	Team Building Activities
<b>Managing Time</b>	Session 12	1) Task Management 2) Prioritization & Time Management
<b>Managing Stress</b>	Session 13	1) Developing Physical & Mental Stamina 2) Handling Stress
<b>Personality Development</b>	Session 14	1) Building Self Confidence 2) Building Self Esteem
<b>Personality Development</b>	Session 15	3) Leadership Qualities 4) Social Skills 5) Integrity

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A one-stop  
shop for all  
your **training**  
needs.



## Current Scenario

Have your customers complained about the quality of service provided? Have you ever visited your own store and noticed that the salespeople are unable to help you locate a particular product? Or have they been disinterested and rude towards customers?

If your answer is yes, then you're not the only one.

Today, there is a growing need for well-trained manpower in various expanding sectors. It is estimated that nearly 15 million youth in India need vocational training every year. However less than 10% of Indian students undergo vocational training, in sharp contrast to an 85% in other countries.

## What is Jeevika:

Jeevika Skills is a wholly owned subsidiary of C2C Consulting and Training Pvt Ltd, formed in December 2013. Our vision is to be the one-point contact linking corporates, educational institutes, and students, to impart industry-certified service skills.

Jeevika Skills was the brainchild of the Directors, Mr. Sanjay Dugar and Mr. Vinay Kumar. Spearheaded by Ms. Sapna Samtani, the Jeevika Skills team has a solid background in training experience and expertise.





## Jeevika Retail Training Program:

India is fast becoming one of the largest retail destinations globally, growing at 7% p.a. with a contribution of 14% to the National GDP, making it the second largest employer after agriculture. Recognising the retail industry's growth prospects and the necessity of trained manpower, Jeevika Skills is offering a Certificate Course for Retail Operations.

## Jeevika's students are holistically trained to:

- Handle Sales in your store
- Take care of the retail operations
- Manage big and small stores

## The Jeevika Advantage:

- Our course content has a good balance between industry knowledge and soft skills
- Our trainers have the relevant industry background required to train students on industry-specific skills
- Our students are trained not only for entry level job roles, but to also scale up various job ranks

## Opportunities for Industry Linkages:

- Placement of successfully assessed and certified students from Jeevika
- Guest lectures by industry specialists
- On-the-job training opportunities for students
- Industry visits for the trainees
- Subsidised trainee course fee
- Upskilling of existing employees

## Modules covered:

- Detailed knowledge of store operations and retail terminology
- Typical retail SOPs
- Working knowledge of principles of Visual Display and Store Designs
- Customer service, customer connect, and customer complaints
- Detailed knowledge of Cash, Till and Stock Management
- Working knowledge of principles of merchandising
- Understanding of a Private Label and its role in profitability
- Spoken English skills
- Complete understanding and practice of grooming, body language, etiquette, email and telephone courtesy, and time and stress management

## Contact Us:

To know more about the Jeevika Retail Training program, get in touch with us here

**Sapna Samtani**

Head of Operations

**Jeevika Skills Private Limited**

"Noronha Mansion" No.91 (Old No. 31), 2<sup>nd</sup> Floor, Richmond Road, Shoolay Circle, Bangalore- 560025.

Mobile: +91 9845346650 | Email: sapna@jeevikaskills.com





## RETAIL SALES ASSOCIATE TRAINING PROGRAM

India is fast becoming one of the largest retail destinations globally making it the 2<sup>nd</sup> largest employer after agriculture. Recognising the retail industry's growth prospects and the necessity of trained manpower, we are offering a Certificate Course for Retail Sales Associate

### Students are trained to:

- Handle Sales
- Take care of retail operations

### The Jeevika Advantage:

- Our course content has a good balance between industry knowledge & soft skills
- Our trainers have the relevant industry Background required for retail training
- Our students are trained not only for entry level Job roles, but to also scale up various job ranks
- Assistance in Job Placements
- Subsidized course fee

### Minimum Qualifications for Enrolment:

- 10<sup>th</sup> Standard
- Basic English Speaking / Writing Skills
- 18 years and above

To know more about the retail training program or to enroll with us, get in touch with :

**Ms.Sapna Samtani- Head of Operations**

Jeevika Skills Pvt Ltd

Mob : 9845346650 Email : [sapna@jeevikaskills.com](mailto:sapna@jeevikaskills.com)

**Bharatiya Vidya Bhavan**

Race Course Road, Bangalore

Tel : 080-22267303/22265746

Email : [contactus@bhavankarnataka.com](mailto:contactus@bhavankarnataka.com)

### Modules covered:

- Detailed knowledge of Store Operations & Retail terminology
- Typical Retail Standard Operating Procedure's
- Customer Service, Customer Connect, Customer Complaints
- Detailed knowledge of Cash, Till and Stock Management
- Working knowledge of Visual Display & Principles of Merchandising
- Spoken English Skills
- Complete understanding and practice of grooming, body language, etiquette, email & telephone courtesy, time & stress management

### Batch Details

<b>Commencement</b>	March 2015
<b>Max Students in a batch</b>	25
<b>Course Duration</b>	2 months 6 days a week 4 hours a day
<b>Timing</b>	9.30 am-1.30 am
<b>Venue</b>	Bharatiya Vidya Bhavan, Race Course Road, Bangalore
<b>Assessment &amp; Certification</b>	Retailers Association Skills Council of India

## RETAIL SALES ASSOCIATE TRAINING PROGRAM- COURSE CONTENT & DURATION

		Duration of module (hrs)	Theory (Mins)	Break (Mins)	Practical (Mins)
	<b>Retail Operations</b>				
1	Introduction to the excitement and growth of retail	2	60	15	45
2	The importance of the role.	2	60	15	45
3	The customer connect	2	60	15	45
4	Careers in retail	2	60	15	45
5	Types of Retail stores	4	135	15	90
6	Rules of store discipline	4	135	15	90
7	Preparing & Closing the Store	4	135	15	90
8	Basic Merchandising principles	8	270	30	180
9	Visual display	8	270	30	180
10	Fixtures	8	270	30	180
11	Managing of promotions and free gifts	8	270	30	180
12	Cash and Till management (including credit cards)	8	270	30	180
13	Basic IT knowledge for handling POS and store systems	8	270	30	180
14	Reporting	4	135	15	90
15	Ordering, Receiving and displaying stock	4	135	15	90
16	Stock management & Shrinkage Prevention	8	270	30	180
17	Product Knowledge	12	405	45	270
18	Store Repairs, Maintenance & Housekeeping	4	135	15	90
19	Store security	4	135	15	90
20	Emergency Management	4	135	15	90
21	Customer service	12	405	45	270
	<b>Total Hours</b>	<b>120</b>	<b>67</b>	<b>8</b>	<b>45</b>
	<b>Leadership and Soft skills</b>				
22	Being part of team	4	135	15	90
23	The importance of detail and meticulous implementation.	4	135	15	90
24	Graduating to being a leader	4	135	15	90
25	Handling gender diversity with sensitivity	4	135	15	90
26	Grooming	4	135	15	90
27	Etiquette	4	135	15	90
28	Body Language	4	135	15	90
29	Email and telephone courtesy	4	135	15	90
30	Basic English	12	405	45	270
31	Managing Time /Stress & Developing Physical Stamina	4	135	15	90
	<b>Total Hours</b>	<b>48</b>	<b>27</b>	<b>3</b>	<b>18</b>
	<b>Grand total</b>	<b>168</b>	<b>94</b>	<b>11</b>	<b>63</b>

**Training Venue : Bharatiya Vidya Bhavan, Race Course Road, Bangalore-560 001**





## RETAIL CASHIER TRAINING PROGRAM- COURSE CONTENT & DURATION

		Duration of module (hrs)
	<b>Retail Cashier- Class Room Training</b>	
1	Being a Retail Cashier	6
2	Types of Retail Stores	4
3	Managing Cash & Till	8
4	Preparing , Opening & Closing the Store	6
5	A Smoothly Running Store	6
6	Customer Service	10
7	Retail Math	8
8	Handling Unexpected Situations	8
9	Store IT Billing System	6
	<b>Total Hours</b>	<b>62</b>
	<b>Leadership and Soft skills</b>	
10	Essential Retail Skills ( Retail is Detail, Team Work, Time & Stress Management )	6
11	Looking and Being a Professional ( Grooming, Etiquette, Body Language	6
12	Retail Communication ( Cashier Conversation, Email & Telephone Etiquette )	6
	<b>Total Hours</b>	<b>18</b>
	<b>On the Job Training</b>	
	<b>Training at Big Bazaar / Reliance Fresh / More Supermarkets</b>	<b>40</b>
	<b>Grand Total</b>	<b>120 Hours</b>



## JEEVIKA SKILLS EMPOWERING THE YOUTH OF INDIA NEWS LETTER

November 15<sup>th</sup>, 2016

[www.jeevikaskills.com](http://www.jeevikaskills.com)

In today's scenario vocational skills development plays a very important role in the growth of our economy. A right balance of skill, knowledge and attitude is required while moulding the young minds.

I congratulate the initiatives of Jeevika Skills, Rotary Indiranagar, Bangalore and Bharatiya Vidya Bhavan in developing the required and appropriate vocational skill development programme in various disciplines ,thereby contributing to the society in a big way.

I was deeply moved when I was given the opportunity to participate and award the certificates during the recently held convocation ceremony when I realized the sparkling eyes of the passionate youth from poor families portraying a sense of pride, self confidence and achievement to stand on their own feet . It was then that I realized that Jeevika and Rotary were teaching these youngsters to catch fish for their lifetime instead of buying them everyday !

My best wishes for the success of Jeevika and Rotary in all their future endeavors!

Mr.T.R.Parasuraman | Deputy Managing Director and member of the Board | Kirloskar Toyota Textile Machinery Pvt Ltd.



### TRAINING AT JEEVIKA



### BUILDING A LIVELIHOOD ONE OF THE BEST RECOGNITIONS



Manjunath K, an 18 year old college drop out was struggling for over 2 years with job prospects. He now finds himself working happily at People Store ( Aditya Birla clothing outlet ) in Bangalore using the retail and workplace readiness skills he had learned with Jeevika. In his first week's sales were so impressive, he topped the sales calendar!

To find out how you can support our cause, please contact Sapna @ 9845346650 or Archana @ 9035304094





# JEEVIKA SKILLS EMPOWERING THE YOUTH OF INDIA NEWS LETTER

December 15<sup>th</sup>, 2016

[www.jeevikaskills.com](http://www.jeevikaskills.com)

## Why Vocational Training ?



*Pavitra is pursuing her 2<sup>nd</sup> PUC. Her father is working as a daily wage labourer and her mother as a maid. Pavitra has joined the course to be able to get a part time job to support her family and to generate money for her college fees.*

*Puneet stays with his mother & sister. His mother works as a tailor and his sister is studying. He has the responsibility of taking care of his family. After completing his training with Jeevika, he has been able to get a part time job to support his family*



*Rafi completed his SSLC and was not able to pursue studies due to financial constraints in the family. He started working as a delivery boy in a cake shop. He joined the Cashier course of Jeevika and is now working as a loan recovery agent for ICICI Bank.*



## Jeevika's Partners

### Rotary Indiranagar Bangalore



### Bharatiya Vidya Bhavan



To find out how you can support our cause, please contact Sapna @ 9845346650 or Archana @ 9035304094



# JEEVIKA SKILLS

## EMPOWERING THE YOUTH OF INDIA

### NEWS LETTER

March 15<sup>th</sup>, 2017

[www.jeevikaskills.com](http://www.jeevikaskills.com)

## Changing lives by imparting life skills

**Rotary Bangalore Indiranagar in association with Bhartiya Vidya Bhavan and Jeevika Skills recently empowered some unemployed youths and college drop-outs with vocational training**

### Express Features

**Indiranagar:** Fifteen million youth need basic vocational training every year in India. To put things in perspective China has 500,000 vocational training schools as opposed to India which has just 11,000. The vocational training arena which is strong in other countries is very nascent in India. Maybe it will be left to citizen forums to change the situation.

The second batch (2014-15) of the retail training programme organised by Rotary Bangalore Indiranagar has helped a total of 400 students to successfully graduate.

Rotary Bangalore Indiranagar in association with Bhartiya Vidya Bhavan and Jeevika Skills Pvt. Ltd as knowledge partner had initiated this joint vocational education programme for college dropouts and the unemployed youth to learn and hone skills in various areas including retail, hospitality, administration, etc.

Mahua Anil Kumar, director, vocational services, Rotary Bangalore Indiranagar, shares, "India has one of the youngest populations in the world and has the potential to the skill needs of other as well as to cater to demand for skilled tonically, most India are cur-



The students with their certificates

rently struggling with scarcity of skilled labor. Just two per cent of India's youth and only about seven per cent of the whole working age population have received vocational training."

The point of the current initiative is to not just prepare individuals for a vocation or a specialised occupation but also to reduce unemployment and inequality by giving an opportunity to all sections of the

The point of the current initiative is to not just prepare individuals for a vocation or a specialised occupation but also to reduce unemployment

society to obtain a qualification and a career.

All the students have been placed in suitable jobs on completion of their training. This training is preferred by most students because of the

balance between industry knowledge and soft skills which the course offers.

The trainers have the relevant industry background required for the training and the students are trained not only

for entry level jobs, but also to scale the job ladder. The course fee is subsidised and assistance is provided in job placements.

The programme also handles the hospitality sector, computer literacy skills, office assistant course, accounts assistant course, senior citizen course and desktop publishing course. Interested students, trainers and partners can call 0846666666

*Jeevika Skills has given the students an added impetus needed to earn a living with dignity*

- Mrs. Kalpana Singh, Parikrama Humanity Foundation



To find out how you can support our cause, please contact Sapna @ 9845346650 or Archana @ 9035304094



