

## List of Short-Term/COC Courses

Program code	Program name	Name of the Certificate/ diploma introduced in last 5 years	Year of introduction
CC-33	Certificate Course	Soil and Water Analysis	2017-2018
CC-34	Certificate Course	Aptitude Test	2017-2018
CC-35	Certificate Course	Personality Development	2017-2018
CC-36	Certificate Course	Cyber Law	2017-2018
Z-COC-3	Advanced Diploma course	Advanced Diploma Course in Vermi-composting (COC)	2017-2018
CC-31	Certificate Course	Statistical Techniques Using R- Software	2016-2017
CC-32	Certificate Course	French Language	2016-2017
G-COC-3	Advanced Diploma course	Advanced Diploma Course in Rain Water Harvesting (COC)	2016-2017
Z-COC-2	Diploma course	Diploma Course in Vermi-composting (COC)	2016-2017
CC-27	Certificate Course	Retail Marketing (NSDC)	2015-2016
CC-28	Certificate Course	Beautification and Wellness (NSDC)	2015-2016
CC-29	Certificate Course	Introduction to Basic Psychological Counseling	2015-2016
CC-30	Certificate Course	Descriptive Statistics Using MS Excel	2015-2016
G-COC-2	Diploma course	Diploma Course in Rain Water Harvesting (COC)	2015-2016
Z-COC-1	Certificate course	Certificate Course in Vermicomposting (COC)	2015-2016
CC-25	Certificate Course	Chemistry in Day-To-Day Life	2014-2015
CC-26	Certificate Course	Mudrit Shodhan	2014-2015
G-COC-1	Certificate course	Certificate Course in Rain Water Harvesting (COC)	2014-2015
CC-11	Certificate Course	Prasarmadhyamnsathi Batmi Lekhan va iter koushaylya	2013-2014
CC-12	Certificate Course	Patrachar	2013-2014
CC-13	Certificate Course	Spoken English	2013-2014
CC-14	Certificate Course	Travel and Tourism	2013-2014
CC-15	Certificate Course	G.I.S. (Geography)	2013-2014
CC-16	Certificate Course	Personality Development	2013-2014
CC-17	Certificate Course	Self-help Group and Banking	2013-2014
CC-18	Certificate Course	Computer Awareness	2013-2014
CC-19	Certificate Course	Fruit Preservation	2013-2014
CC-20	Certificate Course	Electrician	2013-2014
CC-21	Certificate Course	Web Page Designing Using HTML	2013-2014
CC-22	Certificate Course	Ms Office Internet Knowledge	2013-2014
CC-23	Certificate Course	Banking and Data Entry Operator (NSDC)	2013-2014
CC-24	Certificate Course	Vermi-composting	2013-2014
C-COC-1	Certificate course	Certificate course in Dairy Science (COC)	2013-2014
C-COC-2	Diploma course	Diploma course in Dairy Science (COC)	2013-2014

**Broachers**

# Skill Development Course

## BEAUTY AND WELLNESS

**“Success is a Journey and it is not the destination. Disappointments, Rejections, Unsuccessful attempts and Criticisms are not failures to the Successful people. Failures are the **P**art of success.**

**W**inners use failures as stepping stones to success.

**T**his is the only difference between people who win and people who don't! ”

# Model Curriculum

## Assistant Hair Stylist

**SECTOR: BEAUTY AND WELLNESS**

**SUB-SECTOR: BEAUTY AND SALONS**

**OCCUPATION: HAIR CARE SERVICE**

**REFERENCE ID: BWS/Q0201**

**VERSION 1.0**

**NSQF LEVEL: 3**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**BEAUTY AND WELLNESS SECTOR SKILLS COUNCIL**

for the


### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **Assistant Hair Stylist** QP No. **BWS/Q0201, Level 3**

Date of Issuance: 30<sup>th</sup> December 2015

Valid up to: 29<sup>th</sup> December 2016

\* Valid up to the next review date of the Qualification Pack.



Chairperson  
(Beauty & Wellness Sector Skill Council)

## TABLE OF CONTENTS

<b><u>CURRICULUM / SYLLABUS</u></b>	<b>04</b>
<b><u>TRAINER PREREQUISITES</u></b>	<b>10</b>
<b><u>ASSESSMENT CRITERIA</u></b>	<b>11</b>

# Assistant Hair Stylist

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Assistant Hairstylist”, in the “Beauty and Wellness” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Hair Stylist</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	Hair Stylist BWS/Q0201		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	15-12-2015
<b>Pre-requisites to Training</b>	Minimum qualification – Class VIII/ the ability to read/ write and communicate effectively on the job role		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Prepare and maintain work area</b> -preparing the equipment, products and work area ahead of service delivery to ensure the efficiently and effectiveness of conducting treatments considering the standards of operation of the salon.</li> <li>• <b>Perform basic Blow drying of hair</b> apply hair dryer to perform blow dry aligned to the standards of operation of the salon.</li> <li>• <b>Perform Shampoo, condition the hair and scalp</b> perform shampooing, conditioning and treating the hair using a range of products and techniques.</li> <li>• <b>Perform basic hair cut</b> create a variety of looks for men/ women using basic hair cutting techniques</li> <li>• <b>Apply Color to hair</b> Performa basic hair coloring service like global colouring</li> <li>• <b>Perform Indian head massage Services</b> perform indian head massage using a suitable products and massage techniques.</li> <li>• <b>Perform tasks to assist the hair stylist performing advanced hair services</b></li> <li>• <b>Maintain health and safety of work area</b> maintain a safe and hygienic environment at the work area to reduce potential risks to self and others.</li> <li>• <b>Create a positive impression at work area</b> personal grooming and behavior to execute tasks as per the salon’s standards and create a positive impression at the workplace.</li> </ul>		

This course encompasses 9 out of 9 National Occupational Standards (NOS) of “Assistant Hair Stylist” Qualification Pack issued by “Beauty and Wellness Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 0:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 9003</p>	<ul style="list-style-type: none"> <li>Identify and list the career opportunities and working methods within the hair and beauty sector</li> <li>Identify hairdressing services and beauty treatments</li> </ul>	
2	<p><b>Prepare and Maintain work area</b></p> <p><b>Theory Duration</b> (hh:mm) 00:00</p> <p><b>Practical duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS code</b> <b>BWS/N9001</b></p>	<ul style="list-style-type: none"> <li>Prepare and maintain the work area.</li> <li>Know how to prepare client record cards</li> <li>Know how to prepare clients for treatments</li> <li>Know about sterilization and disinfection process</li> <li>Understand the personal presentation and Ideal behavior.</li> <li>Identify ways to dispose of waste correctly.</li> </ul>	<p>Hair Trolleys</p> <p>Brushes</p> <p>Hair Dryers</p> <p>First aid kit</p> <p>Fire extinguishers</p> <p>Sterilizers</p> <p>Hot cabinets</p> <p>Waste disposal</p> <p>Record book</p> <p>Bowls</p> <p>Dust bin</p> <p>Basket,</p> <p>Recliner hair, bowl, cotton,</p>

3	<p><b>Essentials of Hair Styling &amp; Basic Blow Drying</b></p> <p><b>Theory Duration (hh:mm)</b> 15:00</p> <p><b>Practical duration (hh:mm)</b> 35:00</p> <p><b>Corresponding NOS code</b> <b>BWS/N0201</b></p>	<ul style="list-style-type: none"> <li>• Understand and have knowledge of hair structure and hair shaft</li> <li>• Understand the structure of the skin and scalp</li> <li>• Identify hair and scalp conditions and causes and contra-indications to hair services</li> <li>□ Understand the following conditions :             <ul style="list-style-type: none"> <li>• Contagious:</li> <li>• Non-contagious:</li> <li>• Defects of the hair:</li> <li>• Knowledge of hair composition</li> <li>• Knowledge of hair types</li> <li>• Knowledge hair cycle</li> </ul> </li> <li>• Understand procedures and effect of blow-drying finishing services</li> </ul>	<p>Hair Dryer Combs Brushes Rollers Clips Tong Rods Crimper Curler</p>
		<ul style="list-style-type: none"> <li>□ Understand the factors that influence blow-dry and finishing services</li> <li>□ Understand the science of blow-dry and finishing hair</li> <li>□ Understand the tools, equipment, products and techniques used to blow-drying finish hair</li> <li>□ Be able to blow-dry and finish hair</li> </ul>	
4	<p><b>Perform Shampoo, condition the hair and scalp</b></p> <p><b>Theory Duration (hh:mm)</b> 03:00</p> <p><b>Practical Duration (hh:mm)</b> 30:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0202</p>	<ul style="list-style-type: none"> <li>• Be able to prepare to shampoo and condition the hair and scalp</li> <li>• Identify the condition of the hair and scalp using suitable consultation techniques</li> <li>• Select and use products, tools and equipment suitable for the client's hair and scalp condition</li> <li>• Be able to shampoo and condition the hair and scalp</li> <li>• Use and adapt massage techniques to meet the needs of the client</li> <li>• Provide suitable aftercare advice</li> </ul>	<p>Shampoo station</p>



5	<p><b>Perform basic hair cuts</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0203</p>	<ul style="list-style-type: none"> <li>Understand the factors that influence haircutting services</li> <li>Understand the tools, products, equipment and techniques for haircutting services</li> <li>Be able to prepare for haircutting services</li> <li>prepare the client's hair prior to cutting in straight cut, "V" or "U"</li> <li>establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals consult with the client</li> <li>during the cutting service to confirm accurate progress towards the desired look perform the basic one length hair cut to achieve the desired</li> <li>look cut using various techniques: Scissors over comb, clipper over comb, freehand, thinning create suitable neckline shapes as per client</li> <li>preference Shapes: Tapered, round, square</li> </ul>	<p>Cutting comb, section clips, water spray, scissors (thinning and precision), razor mirror cutting chair trolley</p>
6	<p><b>Apply colour to Hair</b></p> <p><b>Theory Duration</b> (hh:mm) 6:00</p> <p><b>Practical Duration</b> (hh:mm) 35:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0209</p>	<ul style="list-style-type: none"> <li>Prepare self, the client and work area for coloring services</li> <li>Use suitable consultation techniques to identify service objectives</li> <li>Evaluate the potential of the hair to achieve the desired look by identifying influencing factors</li> <li>Be able to prepare for colouring services</li> <li>Be able to provide colouring services</li> <li>Provide clear recommendations to the client based on factors</li> </ul>	<p>Cutting comb . pin tail comb wide tooth comb</p> <p>brush, sectioning clips, plastic bowl, plastic brushes, climazone, hood dryer, measuring jugs/scales, wraps, foil, spatulas, hi/lolighting cap plastic cap cutting chair trolley mirror</p>
Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	<p><b>Perform Indian Head massage</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 0230</p>	<ul style="list-style-type: none"> <li>Be able to prepare for scalp massage services</li> <li>Have knowledge of basic science for shampooing, conditioning and treating the hair and scalp</li> <li>Select and use products, tools and equipment suitable for the client's hair and scalp condition</li> <li>Be able to carry out scalp massage services</li> <li>Adapt massage techniques to take account of influencing factors</li> <li>Provide suitable aftercare advice</li> </ul>	<p>Trolley, Apron Client gown wide tooth comb, clips, bowl and brush, plastic cap, scalp steamer,</p>

8	<p><b>Perform tasks to assist the Hair Stylist in advanced hair services</b></p> <p><b>Theory Duration (hh:mm)</b> 10:00</p> <p><b>Practical duration (hh:mm)</b> 50:00</p> <p><b>Corresponding NOS code</b> BWS/N0204</p>	<ul style="list-style-type: none"> <li>• Maintain effective and safe methods of working when assisting with colouring and lightening services</li> <li>• Remove colouring and lightening products</li> <li>• Maintain effective and safe methods of working when assisting with perming services</li> <li>• Remove chemicals as part of the perming process</li> <li>• Neutralize hair as part of the perming process</li> <li>• Maintain effective and safe methods of working when assisting with relaxing services</li> <li>• Remove chemical relaxers and normalize the hair</li> </ul>	
9	<p><b>Health and Safety</b></p> <p><b>Theory Duration (hh:mm)</b> 03:00</p> <p><b>Practical Duration (hh:mm)</b> 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9001 BWS/N 9002</p>	<ul style="list-style-type: none"> <li>• Identify contra-indications related to hair treatments</li> <li>• Understand process and products to sterilize and disinfect equipment/ tools</li> <li>• Understand manufacturer’s instructions related to equipment and product use and cleaning</li> <li>• Understand knowledge of applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, control of substances hazardous to health, handling/storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste, environmental protection</li> </ul> <p>Handle, use and store products, tools and equipment safely to meet with the manufacturer’s instructions</p> <p>Sport clean professional uniform, neat combed hair, closed-in footwear, personal</p> <p>Maintain hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath)</p> <p>Maintain a hygienic work area adhering to the salon and applicable legal health and safety standards</p> <p>Sanitize the hands and clean all working surfaces, use disposable products and sterilized tools</p> <p>Manage the storage/ disposal/ cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection</p>	<p>First aid kit</p> <p>Fire extinguishers</p> <p>Sterilizers</p> <p>Hot cabinets</p> <p>Waste disposal bins</p>

<p>10</p>	<p><b>Client care and communication in beauty industry</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> BWS/N 9003</p>	<ul style="list-style-type: none"> <li>• Be able to communicate and behave in a professional manner when dealing with             <ul style="list-style-type: none"> <li>• clients</li> </ul> </li> <li>• Be able to manage client expectations</li> <li>• Behave in a professional manner within the workplace</li> <li>• Be able to Use effective communication techniques when dealing with clients</li> <li>• Be able to Adapt methods of communication to suit different situations and client needs</li> <li>• Be able to Use effective consultation techniques to identify treatment objectives</li> <li>• Provide clear recommendations to the client</li> <li>• Maintain client confidentiality</li> <li>• Use retail sales techniques to meet client requirements and maintain client confidentiality</li> <li>• Plan and organize service feedback files/documents</li> <li>• Plan and manage work routine based on salon procedure</li> <li>• Understand the client scheduling and bookings and maintain the work area, equipment and product stocks to meet the schedule</li> <li>• Maintain accurate records of clients, treatments and product stock levels</li> <li>• Accept feedback in a positive manner and develop on the short comings</li> </ul>	
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<p><b>Total Duration:</b></p> <p><b>Theory Duration</b> <b>50 hrs</b></p> <p><b>Practical Duration</b> <b>250 hrs</b></p>	<p><b>Unique Equipment Required:</b> Shampoo station Anatomy and Physiology Charts</p> <ul style="list-style-type: none"> <li>• hand held dryer and attachments</li> <li>• different size and types of brushes various combs,</li> </ul> <p>Trolley, Client gown wide tooth comb, clips, bowl and brush, plastic cap, scalp steamer, Cutting comb, section clips, waterspray, scissors (thinning and precision), razor mirror, cutting chair, climazone, Round brushes (various diameters) – Flat brushes – paddle, Bristle brushes Vent Dressing comb – back-comb, Curling tongs – various sizes Hand dryer, Diffuser, Hot rollers, Rollers with pins Bendy rollers, Velcro rollers, Pin curl clips, Crimpers Hot brush, hood dryer, measuring, jugs/scales, wraps, foil, spatulas, hi/lo-lighting cap, cutting chair Perm curlers (various sizes), tail comb, end papers, cotton wool, drip tray, plastic bowl/neutralizing sponge, towels, tissue paper, disposable gloves, apron and cape, tension rods, climazone. Colour brushes gloves Non-permeable cape Hair straightener, First aid kit Fire extinguishers, Sterilizers, Hot cabinets, Waste disposal bins.</p>
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**Grand Total Course Duration: 300 Hours 0 Minutes**

*(This syllabus/ curriculum has been approved by Beauty and Wellness Sector Skill Council)*

## Trainer Prerequisites for Job role: “Assistant Hair Stylist” mapped to Qualification Pack: “BWS/Q0201” Version 1.0

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service , mapping to the curriculum detailed above in accordance with the Qualification Pack BWS/Q0201 Version 1.0
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	Graduate with Diploma in Hair Styling
4a	<b>Domain Certification</b>	Certified for Job Role: “Assistant Hair Stylist” mapped to QP BWS/Q0201 Version 1.0 Minimum accepted score is 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: Assistant Hair Stylist, mapped to the Qualification Pack: “BWS.Q0201”.Version 1.0 Minimum accepted score is 70%
5	<b>Experience</b>	2 years+ experience as a hair stylist. Work experience in beauty & wellness segment (at least 2 years). Good knowledge of sector related services/processes with prior experience in training/teaching.

## Annexure: Assessment Criteria

<b>Assessment Criteria for Assistant Hair Stylist</b>	
<b>Job Role</b>	<b>Assistant Hair Stylist</b>
<b>Qualification Pack</b>	<b>BWS/ Q0201 Version 1.0</b>
<b>Sector Skill Council</b>	<b>Beauty and Wellness</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS and overall 50% pass percentage in every QP
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
BWS/N9001 Prepare and maintain work area	PC1. ensure that ambient conditions are suitable for the client and the service procedures to be carried out in a hygiene and safe environment	100	12	2	10
	PC2. identify and select suitable equipment and products required for the respective services		16	3	13
	PC3. set up the equipment and prepare the products for services in adherence to the salon procedures and product/ equipment guidelines		19	4	15
	PC4. place and organize the products in a trolley or area convenient and efficient for service delivery		10	1	9
	PC5. prepare sterilisation solution as per organisational standards using approved products and as per manufacturer's instructions		16	4	12
	PC6. sterilize, disinfect and place the tools on the tray as per organisational standards using recommended solutions and conditions		13	4	9
	PC7. dispose waste materials in adherence to the salon's and industry requirements		6	1	5
	PC8. store records, materials and equipment securely in line with the salon's policies		8	2	6
	<b>Total</b>	<b>100</b>	<b>21</b>	<b>79</b>	
BWS/N0201 Perform basic blow drying of hair	PC1. comply with health and safety standards and processes laid out by manufacturer and the establishment, to protect self, co-workers, organisation and customers/visitors	100	4	1.5	2.5
	PC2. use suitable consultation techniques to identify the client's wishes for the desired look before carrying out blow drying procedure including with guardians/parents for minors		6	2	4
	PC3. ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC4. carry out the process using the tools and materials as laid down by the salon		5	1	4
	PC5. confirm blow drying requirements and any special instructions with the client		5	1	4
	PC6. apply hair products, if required, following the stylist's instructions		6	1.5	4.5
	PC7. use techniques and carry out checks to minimise the risk of damage to the hair and client discomfort		6	2	4
	PC8. blow dry using sections of hair that are convenient and efficient and as per styling tool size		5	1	4

	PC9.check regularly whether client is comfortable during the drying process, if not work to increase comfort levels		5	1.5	3.5
	PC10.maintain even tension throughout the blow drying process		6	1.5	4.5
	PC11.check temperature of the styling equipment to ensure it is in comfortable and approved range		4	1	3
	PC12.use back combing and back brushing techniques to achieve desired look		5	1	4
	PC13.use tools and equipment effectively to achieve the required result		5	1	4
	PC14.ask questions to check with the client their satisfaction with the finished result		5	2	3
	PC15.use finger drying to shape hair, achieve volume, balance, direction and desired look		4	1	3
	PC16.use flat brush/paddle brush to straighten hair		5	1	4
	PC17.use thermal/rollers for hair setting with curls		6	1	5
	PC18.work minimising wastage of products		5	1.5	3.5
	PC19.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		5	1.5	3.5
	PC20.provide specific after-care advice to the client to maintain and protect hair from damage, frequency of future services, etc.		5	1.5	2.5
		<b>Total</b>	<b>100</b>	<b>26</b>	<b>73</b>
BWS/N0202 Shampoo and condition hair and scalp	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	3	1	2
	PC2.position self and client throughout service to ensure privacy, comfort and safety		4	1	3
	PC3.prepare yourself, the client and work area for shampoo and conditioning services		4	1	3
	PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp, provide suitable services and apply relevant procedures		4	1.5	2.5
	PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		4	1.5	2.5



PC6.select and prepare products, tools and equipment that are suitable for the client’s hair and scalp condition, that meet client’s needs and service plan	4	1	3
PC7.carry out the procedure using methods that minimise risk of cross infection	6	1.5	4.5
PC8.apply shampoo using rotary massage technique	3	1	2
PC9.carry out and adapt massage techniques to suit the client needs and to perform the service plan	5	1	4
PC10.check the water temperature and flow to meet the needs of the service procedure and client comfort	4	1	3
PC11.leave the hair clean and free of products, dirt, and grease after the shampoo	3	0.5	2.5
PC12.perform and follow an accurate shampoo and conditioning service ensuring the client is comfortable throughout the process	5	1	4
PC13.complete the shampooing and conditioning process with suitable towel wrap procedure to remove excess remaining water and reposition the client comfortably for completion of service	4	1	3
PC14.detangle hair without causing damage to hair or scalp using a tooth comb	5	1	4
PC15.check the client’s comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	4	0.5	3.5
PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC17.promptly refer problems that cannot be solved to the relevant superior for action	3	1.5	1.5
PC18.complete the service procedure to the satisfaction of the client in a commercially or professionally acceptable time as per organisational standards and client needs	4	1	3
PC19.ensure the work area is kept clean and tidy during the service	3	0	3
PC20.dispose waste materials as per organisational standards in a safe and hygienic manner	3	0.5	2.5
PC21.record the service details accurately as per salon policy and procedures	3	1.5	1.5
PC22.store information securely in line with the salon’s policies and procedures	3	1.5	1.5

	PC23.provide correct, specific after-procedure, homecare advice, recommendations for product use and further services to the client, as per manufacturer instructions and salon standards		3	1	2
	PC24.ask questions to check with the client their satisfaction with the finished result		4	1.5	2.5
	PC25.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor		4	1	3
	PC26.minimize the wastage of products by using products economically, by storing products and chemicals as per manufacturer's instructions		3	1	2
		<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>
BWS/N0203 Perform basic hair cut	PC1.ensure the health and safety standards and processes laid out by manufacturer and the salon are followed to perform the operation and secure self, workplace, co-workers and clients	100	4	1	3
	PC2.use suitable consultation techniques to identify the client's wishes for the desired look before cutting the hair including with guardians/parents for minors		5	1.5	3.5
	PC3.ensure a guardian/parent is present for minors under age 14		3	0.5	2.5
	PC4.identify contra-indications that may restrict or limit provision of services		4	1	3
	PC5.use tools and products that are safe and fit for purpose		4	0.5	3.5
	PC6.explore the variety of looks with the client using relevant visual aids to identify client preference and selection		6	1	5
	PC7.identify and advise the customer on any factors which may limit, prevent or affect their choice of look		6	1.5	4.5
	PC8.confirm with the client the look agreed before commencing		3	0.5	2.5
	PC9.prepare the client's hair prior to cutting in straight cut, "V" or "U"		6	1	5
	PC10.establish and follow suitable hair cutting guidelines provided in organisational standards, training or manuals		7	2	5
	PC11.consult with the client during the cutting service to confirm accurate progress towards the desired look		5	1	4
	PC12.perform the basic one length hair cut to achieve the desired look		5	1	4

	PC13.cut using various techniques		6	1	5
	PC14.create suitable neckline shapes as per client preference		5	1	4
	PC15.take suitable remedial action to resolve any problems arising during the cutting service		4	1	3
	PC16.ensure the work area is kept clean and tidy during the service		2	0	2
	PC17.get confirmation from the client on the accuracy of the finished look in relation to client's expectation		4	1	3
	PC18.provide advice and recommendations accurately and constructively for hair care post cutting		5	1	4
	PC19.provide the client suitable advice on the maintenance of their look		4	1	3
	PC20.dispose waste materials as per organisational standards in a safe and hygienic manner		2	0	2
	PC21.record details of the procedure accurately as per organisational policy and approved practice		3	1.5	1.5
	PC22.store information securely in line with the salon's policies		3	1	2
	PC23.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or refer to supervisor if actions beyond scope of authority or no action is possible to mitigate damage		4	1	3
		<b>Total</b>	<b>100</b>	<b>22</b>	<b>78</b>
BWS/N0209 Apply colour to hair	PC1.adhere to the health and safety standards laid out by the manufacturer and salon	100	4	1	3
	PC2.consult the client by questioning to identify contraindications to hair and make-up products		6	2	4
	PC3.prepare yourself, the client and work area for hair colouring services where required		5	1	4
	PC4.position self and client to ensure privacy, comfort and safety, throughout the service		5	1	4
	PC5.select products, tools and equipment based on the results of client consultation, hair analysis and any tests conducted, which will best achieve desired results safely		6	2	4
	PC6.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service		5	1.5	3.5
	PC7.mix the colours accurately as per manufacturer instructions		5	2	3

	PC8.apply colours in sections neatly, taking into account various influencing factors		5	1	4
	PC9.promptly refer problems that cannot be solved to the relevant person/ senior hair stylist for action		5	1.5	3.5
	PC10.apply colour using techniques that reduce the risk of colour being spread to the client's skin, clothes and surrounding areas		7	2	5
	PC11.monitor accurately the development of colour as required, follow the manufacturer's instructions to ensure desired development		7	2	5
	PC12.remove the colour products thoroughly from the hair and leave the hair free of any colouring products		6	2	4
	PC13.apply a suitable conditioner, post colour application or service to the hair following manufacturer's instructions		6	1	5
	PC14.work minimising wastage of products		5	1	4
	PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required		5	1	4
	PC16.complete the procedure to the satisfaction of the client in a commercially acceptable time and as per organisation standards		5	2	3
	PC17.record details of the procedure accurately as per organisation standards		5	2	3
	PC18.store information securely in line with the salon's policies		4	2	2
	PC19.provide specific after-procedure, homecare advice and recommendations for product use and further s to the client		4	1	3
		<b>Total</b>	<b>100</b>	<b>29</b>	<b>71</b>
BWS/N0230 Perform Indian head massage	PC1.adhere to the health and safety standards laid out by the manufacturer and salon		3	1	2
	PC2.position self and client in a manner to ensure privacy, comfort and safety, throughout the service		4	1	3
	PC3.prepare yourself, the client and work area for head massage		4	1	3
	PC4.ask relevant questions to consult with the client to identify the condition of the hair and scalp and provide the suitable services		4	1.5	2.5
	PC5.ask relevant and effective questions to clarify the client's understanding and expectation prior to commencement of service procedures		4	1.5	2.5
	PC6.identify contra-indications if any that restrict the services or products sought by the customer	100	3	0.5	2.5

PC7.explain politely to the customer why service is denied or modified in case done so for contra-indications	5	1.5	3.5
PC8.work minimising risk of cross infections	4	1	3
PC9.select and prepare products, tools and equipment that are suitable for the client's head massage to meet to the client's needs and service plan	4	0.5	3.5
PC10.perform a pre-shampoo or other relevant procedure in accordance with the required service	5	1	4
PC11.select a suitable medium and perform hair spa and the head massage	5	1	4
PC12.perform various massage techniques to complete the service as required	5	1	4
PC13.apply suitable pressure on the marma pressure points as per requirement taking care of client comfort	4	1	3
PC14.perform post massage services or procedures in accordance with the requirements of products, skin, hair structure, and type	5	1	4
PC15.check the client's comfort and wellbeing throughout the service and adapt procedures to ensure the same, reassure the client with necessary information and positive comments as required	4	0.5	3.5
PC16.perform and adapt the service procedure using materials, equipment and techniques correctly and safely to meet the needs of the client	5	1	4
PC17.promptly refer problems that cannot be solved to the relevant superior for action	5	2.5	2.5
PC18.complete the service to the satisfaction of the client in a commercially acceptable time and as per organisational standards	5	1	4
PC19.ask questions to check with the client their satisfaction with the finished result	4	1	3
PC20.thank customer for feedback post-service, where customer is not satisfied with service take actions to resolve matter to customer satisfaction or apologise for the same and refer to supervisor	4	1	3
PC21.record details of the service accurately as per organisational policy and procedures	4	2	2
PC22.store information securely in line with the salon's policies	4	2	2
PC23.provide specific after-procedure, homecare advice and recommendations for product use and further services to the client Minimize the wastage of products and store chemicals and equipment securely post service	3	1	2
PC24.dispose all waste safety according to the salon's standards of hygiene and safety	3	0.5	2.5
<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>

BWS/N0204 Perform tasks to assist the hair stylist performing advanced hair services	PC1.ensure the health and safety standards and processes laid out by manufacturer, organization and clients are followed to perform the operation	100	10	3	7
	PC2.provide the styling tools and products that are safe and fit for the purpose to the hair stylist		15	4	11
	PC3.mix the ingredients to prepare products, mixes and solutions in the mentioned proportion and place for ease of use by the stylist		20	5	15
	PC4.organise and arrange the work area, products, etc. to assist the hair stylist performing advanced hair treatments, spa, colouring and styling		20	5	15
	PC5.carry out simple tasks to assist the hair stylist resolve any problems occurring during the process using the relevant corrective action		20	5	15
	PC6.cleaning up the post-service waste to main the health and safety standard		15	3	12
	<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>	
BWS/N9002 Maintain health and safety at the workplace	PC1. set up and position the equipment, chemicals, products and tools in the work area to meet legal, hygiene and safety requirements	100	13	3	10
	PC2. clean and sterilize all tools and equipment before use		10	3	7
	PC3. maintain one's posture and position to minimize fatigue and the risk of injury		9	2	7
	PC4. dispose waste materials in accordance to the industry accepted standards		12	2	10
	PC5. maintain first aid kit and keep oneself updated on the first aid procedures		10	3	7
	PC6. identify and document potential risks and hazards in the workplace		10	3	7
	PC7. accurately maintain accident reports		13	5	8
	PC8. report health and safety risks/ hazards to concerned personnel		12	3	9
	PC9. use tools, equipment, chemicals and products in accordance with the salon's guidelines and manufacturers' instructions		11	3	8
	<b>Total</b>	<b>100</b>	<b>27</b>	<b>73</b>	
BWS/N9003 Create a positive impression at the workplace	PC1.maintain good health and personal hygiene	100	5	1	4
	PC2.comply with organisation's standards of grooming and personal behavior		5	1	4
	PC3.meet the organisation's standards of courtesy, behavior and efficiency		5	1	4
	PC4.stay free from intoxicants while on duty		4	0.5	3.5
	PC5.wear and carry organisation's uniform and accessories correctly and smartly		5	0.5	4.5

PC6.take appropriate and approved actions in line with instructions and guidelines	5	1.5	3.5
PC7.record details related to tasks, as per procedure	5	3	2
PC8.participate in workplace activities as a part of the larger team	7	2	5
PC9.report to supervisor immediately in case there are any work issues	5	1	4
PC10.use appropriate language, tone and gestures while interacting with clients from different cultural and religious backgrounds, age, disabilities and gender	6	1.5	4.5
PC11.communicate procedure related information to clients based on the sector's code of practices and organisation's procedures/ guidelines	6	1	5
PC12.communicate role related information to stakeholders in a polite manner and resolve queries, if any	7	2	5
PC13.assist and guide clients to services or products based on their needs	6	2	4
PC14.report and record instances of aggressive/ unruly behavior and seek assistance	5	2	3
PC15.use communication equipment (phone, email etc.) as mandated by your organization	6	3	3
PC16.carry out routine documentation legibly and accurately in the desired format	7	3	4
PC17.file routine reports and feedback	5	2	3
PC18.maintain confidentiality of information, as required in the role	6	2	4
<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>





**CERTIFICATE COURSE IN SELF HELP GROUP & BANKING  
PRACTICES.**

**January -March 2017-2018**

**Department of Economics  
R. B. Narayanrao Borawake College, Shirampur**

## ABOUT THE COURSE

Earlier drastic change in Indian Financial sector with help of Micro finance, self help group movement and e-banking practices. Inclusive growth requires reduction of poverty in the country and merging the excluded group in to the main stream of development. Self Help Group & Banking Practices one of the most effective pillar of India's Rural Development as well as finance sector reform.

Today's self help group movement plays an important role in rural development and women empowerment in India. In that point of view the department of economics has introduced and started short term course "Self Help Group & Banking Practices" for the special level student of Economics.

This course helpful for the rural area's students to create awareness for self employment and it wants to stand independent in society which will help them to get job at banking sectors.

### **Objectives:**

After reading this course you will be able to:-

To create awareness functioning of Self Help Group & Banking Practices.

To encourage banking activities in a segment of the population in which formal financial institutions fell difficult to cover.

### **Job Opportunities:**

Self employment: - Running a small scale industry or production.

Opportunities in Banking Sector: - Financial Managers, Bill and account collectors, bank tellers, Book Keeping and Audit Clarks.

### **Syllabus:**

#### **Topic No. 01: Self Help Group ( 16Lect)**

1 . 1. Historical Background

- 1.2 . Concept of self help group
- 1.3. Features of self help group
- 1.4. Classification of self help group
- 1.5. Need and Importance of self help group
- 1.6. Establishment and working methods of self help group
- 1.7. Performance of self help group
- 1.8 Empowerment of Women and self help group

**Topic No. 02 Banking Practices (14Lect)**

- 2.1. Meaning & Functions of of Banking
- 2.2. Type of Deposits
- 2.3 Type of Accounts
- 2.4 Procedure of Opening an account
- 2.2 Type of Deposits
- 2.5 Modern Technology in Banking Practices

**Topic NO. 03 Practical Work (10Lect)**

**Course Outcomes:**

1. Acquisition of skills in banking and its practice.
2. Acquisition of Knowledge of financial markets and segments.
3. Knowledge of computer based techniques in banking operations.
4. Acquisition of skills in Self help group.

**Faculty : The classes shall be conducted by the faculty of R.B.N.B. College Shrirampur**

**Duration of the Course** : Forty Hrs.

**Scheme of Study** : Theory -75% , Practical -25%

**No. of times offered in a year** : Once

**Fees** : Rs. 200/-

**Maximum Participants** : 55 Students

**Certification:** All successful students shall be awarded a certificate.

**Skill Development Course in**

**BANKING AND DATA ENTRY OPERATOR**

**R. B. Narayanrao Borawake College, Shrirampur**

# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI) INDUSTRY

## What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us :  
022-6528 5999

E-mail:  
operations@bfsissc.com



## Contents

1. Introduction and Contents..... P.1
2. Qualifications Pack..... P.2
3. Glossary of Key Terms ..... P.3
4. OS Units..... P.4
5. Assessment Criteria..... P.28

## Introduction

### Qualifications Pack - Business Correspondent & Business Facilitator

**SECTOR:** BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI)

**SUB-SECTOR:** Banking

**OCCUPATION:** Financial Inclusion Services

**REFERENCE ID:** BSC / Q 0301

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** Business Correspondents (BCs) & Business Facilitators (BFs) are representatives appointed by banks to act as their agent and provide banking services in remote locations where the bank does not have a presence in order to promote financial inclusion. The fundamental difference in the role of the BC and BF is that BCs are permitted to carry out regular transactions for customers on behalf of the bank.

BFs are only responsible for spreading awareness related to banking and bank's products, assisting the bank in business generation activities and recovery of bad debts. However, they do not undertake any cash transactions.

**Personal Attributes:** The individual is required to have good interpersonal and problem solving skills. The individual must be self-driven and organized with their work and act with integrity when performing multiple tasks for the customers

Job Details	<b>Qualifications Pack Code</b>	<b>BSC/ Q 0301</b>		
	<b>Job Role</b>	<b>Business Correspondent/ Business Facilitator</b>		
	<b>Credits(NSQF)</b>	TBD	<b>Version Number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Banking, Financial Services and Insurance (BFSI)</b>	<b>Drafted on</b>	<b>05/08/2013</b>
	<b>Sub-sector</b>	<b>Banking</b>	<b>Last reviewed on</b>	<b>05/08/2013</b>
	<b>Occupation</b>	<b>Financial Inclusion Services</b>	<b>Next review date</b>	<b>05/08/2016</b>
	<b>NSQC Clearance on*</b>	<b>NA</b>		

Job Role	Business Correspondent/ Business Facilitator
<b>Role Description</b>	Business Correspondents and Business facilitators are representatives of a bank, responsible for building awareness, sourcing prospective customers. In addition, business correspondents are also responsible for carrying out banking transactions for existing customers.
<b>NSQF level</b>	Level 3
<b>Minimum Educational Qualifications*</b>	Class X
<b>Maximum Educational Qualifications*</b>	
<b>Training</b> (Suggested but not mandatory)	Training offered by respective banking institutions
<b>Minimum Job Entry Age</b>	18
<b>Experience</b>	Experience preferred but not mandatory
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <p><b>Business Correspondent:</b></p> <ol style="list-style-type: none"> <li>1. BSC/ N 0301 (<a href="#">Source new customers</a>)</li> <li>2. BSC/ N 0302 (<a href="#">Assist with application process</a>)</li> <li>3. BSC/ N 0303 (<a href="#">Facilitate/Execute Transactions</a>)</li> <li>4. BSC/ N 0304 (<a href="#">Provide on-going services</a>)</li> </ol> <p><b>Business Facilitator:</b></p> <ol style="list-style-type: none"> <li>5. BSC/ N 0301 (<a href="#">Source new customers</a>)</li> <li>6. BSC/ N 0302 (<a href="#">Assist with application process</a>)</li> <li>7. BSC/ N 0304 (<a href="#">Provide on-going services</a>)</li> </ol> <p><b>Optional: N A</b></p>
<b>Performance Criteria</b>	As described in the relevant OS units

**Definitions**

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.



<b>Acronyms</b>	Keywords /Terms	Description
	SSC	Sector Skill Council
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	UGC	University Grants Commission
	MHRD	Ministry of Human Resource Development
	MoLE	Ministry of Labor and Employment
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework

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# National Occupational Standard



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## Overview

To identify and source new customers for the bank

<b>Unit Code</b>	<b>N 0301</b>
<b>Unit Title (Task)</b>	<b>Sourcing New Customers</b>
<b>Description</b>	This OS unit is about sourcing new customers for banking services.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Spreading awareness about banking and the bank's products</li> <li><b>General/Administrative</b></li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	
<b>Spreading awareness about banking and the bank's products</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Segment prospective customers according to demographics for area assigned (villages, rural remote areas etc.)</p> <p>PC2. Assess demand for various products offered according to segments (housewives, farmers etc.)</p> <p>PC3. Approach prospective customers through various methods including door-to-door calls and community gatherings to create awareness about banking and the bank's products</p> <p>PC4. Arrange campaign/ educational activities on behalf of the banks to inform potential customers about products offered.</p> <p>PC5. Discuss with customer to ascertain basic goals and financial needs.</p> <p>PC6. Assess prospective customer's financial status (income, dependents etc.) and current trend of cash flows</p> <p>PC7. Suggest appropriate products according to life-cycle needs and income such as agricultural loans/savings plans etc.</p> <p>PC8. Explain to the prospective customer, the terms and conditions of product, application procedure, documents required and timelines for processing the application</p> <p>PC9. Respond to all queries and concerns regarding products and application process</p>
<b>General/Administrative</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. Update details of customers acquired and status into information system/records.</p> <p>PC11. Prepare and submit periodic reports on status of acquired customers to supervisor/ manager</p> <p>PC12. Discuss and set revenue/account targets with supervisor/manager if applicable</p> <p>PC13. Prepare reports on targets achieved and review future targets.</p>
<b>Knowledge and Understanding (K)</b>	

**BSC/N 0301**

**Source New Customers**

<p><b>A. Organizational Context</b></p> <p>(Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types and features of products and services offered to targeted customers</p> <p>KA2. Standard operating procedure and guidelines for performing the correspondent/facilitator’s function</p> <p>KA3. Organizational guidelines for delivering marketing merchandise and marketing procedures</p> <p>KA4. Banking regulations relevant to the products offered by the Business Correspondent/facilitator</p> <p>KA5. Types of documents required for applications including KYC forms, acceptable options of identity &amp; address proof and other supporting documents</p> <p>KA6. Processes and methods of acceptable payments as stipulated by organization</p> <p>KA7. Risk compliance and risk associated with various products.</p> <p>KA8. Types of customer segments and their suitability to products offered</p> <p>KA9. Methods to map prospective customer’s needs to products offered by organization</p> <p>KA10. Procedure for assisting customers with application forms and processing policies</p> <p>KA11. Security procedures for handling sensitive customer information</p> <p>KA12. Routes and schedule for visiting areas assigned to the Business Correspondent/facilitator</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of products offered and details of the same</p> <p>KB2. Products offered by other financial provides including other banks, NBFCs, money lenders etc.</p> <p>KB3. Bank’s objectives, its role, functions and structure</p> <p>KB4. Maintenance and operating procedure for using equipment provided by bank such as POS (Point of Sale) machines, computers etc.</p> <p>KB5. IT skills and operating procedures to update status of leads, prospective customers, if applicable.</p> <p>KB6. Procedure for digitally updating customer details, if required.</p> <p>KB7. Marketing techniques for the banking sector when hosting campaigns</p> <p>KB8. Factors that impact the creditworthiness of the customer.</p> <p>KB9. Basic economic, accounting and financial concepts such as interest rates, profit/loss etc.</p> <p>KB10. Basic accounting techniques for recording transactions if required</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the documents for review.</p> <p>SA2. Prepare reports on status of leads and prospective customers</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand organizational and regulatory guidelines</p> <p>SA4. Read and verify legitimacy of documents submitted by prospective customers</p> <p>SA5. Read and explain terms and conditions of various bank products to prospective customers</p>

**BSC/N 0301**

**Source New Customers**

	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA11. Communicate clearly with the customer using language that he/she understands.</p> <p>SA12. Communicate and share knowledge with peers and supervisors.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine what Banking Product is best for the customer based on needs assessment and financial status of the customer.</p> <p>SB2. Make clear, logical decisions and portray confidence to the customers.</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan appointments with prospective customers; be prepared with appropriate plans prior to the meeting.</p> <p>SB4. Organize work &amp; time in order to maximize productivity.</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Address problems arising either due to a technical issue, customer grievance or administration related issues and escalate those issues beyond one's role.</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Assess customers financial status and understand their financial capacity for the appropriate product</p> <p>SB10. Draw insights from prospective customer interaction and refine marketing techniques</p>
	<p><b>Critical Thinking</b></p>
	<p>NA</p>

**BSC/N 0301**

**Source New Customers**

**NOS Version Control:**

<b>NOS Code</b>	<b>BSC / N 0301</b>		
<b>Credits( NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>BFSI</b>	<b>Drafted on</b>	<b>05/08/2013</b>
<b>Sub-sector</b>	<b>Banking</b>	<b>Last reviewed on</b>	<b>05/08/2013</b>
<b>Occupation</b>	<b>Financial Inclusion Services</b>	<b>Next review date</b>	<b>05/08/2016</b>



# National Occupational Standard



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## Overview

To assist with application process for opening bank accounts

<b>Unit Code</b> BSC/ N 0302	
<b>Unit Title (Task)</b> Assist with Application Process	
<b>Description</b>	This OS unit is about assisting with the application process for opening bank accounts
<b>Scope</b>	<p>The unit/ task cover the following:</p> <ul style="list-style-type: none"> <li>• Conduct basic/preliminary verifications of primary information/data about the customer</li> <li>• Collection of documents</li> <li>• Confirm account opening approval &amp; deliver related documents</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Conduct basic /preliminary verifications of primary information/ data about the customer</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Provide customer with forms needed and assist customer in filling application forms, if required</p> <p>PC2. Obtain necessary documents required for processing of the account opening application</p> <p>PC3. Perform basic verification and ensure that the primary information details shared are legitimate.</p> <p>PC4. Pursue referrals enquiring about the past records/business of the customer to ensure safety of dealing with the customer</p> <p>PC5. Receive all required documents and forms duly filled and signed/thumb printed by customer and attach it into the application file, if any</p> <p>PC6. Upload documents/information received into computer system/smart device (kiosk, point-of-sale unit etc.) if applicable.</p> <p>PC7. For loan accounts, collect the additional documents required</p> <p>PC8. Clarify payment mechanisms and conditions, prepare payment schedule if required</p> <p>PC9. Deliver application file/the documents collected from the customer to the assigned bank branch</p> <p>PC10. Assist bank with any further information, if required, for processing of application.</p> <p>PC11. Receive notification from bank regarding status of the application</p> <p>PC12. Inform customer if the application is accepted/ rejected or if another account category has been assigned, with reasons for the same as provided by the bank</p> <p>PC13. On successful account opening, deliver the relevant documents and materials provided by the bank to the customer including pass book, smart card if provided etc.</p> <p>PC14. Explain the documents and materials provided by bank- demonstrate methods to use them and their functions to the customer.</p> <p>PC15. Plan future follow-up visits</p>



<p><b>General/Administrative</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. Update details of accounts opened and their status into information system/records.</p> <p>PC17. Prepare and submit periodic reports on status of acquired customers to supervisor/ manager</p> <p>PC18. Discuss and set revenue/account targets with supervisor/manager if applicable</p> <p>PC19. Prepare reports on targets achieved and review future targets.</p> <p>PC20. Follow proper procedures as laid down by the bank in handling sensitive and confidential customer information.</p>
<p>Understanding (K)</p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. All products and services details with exceptions offered to customers situated in rural areas.</p> <p>KA2. The roles and responsibilities of the job - the bank's expectation of the role</p> <p>KA3. The regulatory system that governs banks and their impact on procedures.</p> <p>KA4. Requirements for KYC Norms, acceptable options of identity &amp; address proof, supporting documents required and other identification procedures.</p> <p>KA5. Escalation matrix in the case application is rejected.</p> <p>KA6. The organizations' accepted methods of payment &amp; their respective processes.</p> <p>KA7. Risk compliance and risk associated with various products.</p> <p>KA8. Methods through which suitable products and services are recommended to prospective customers.</p> <p>KA9. Methods to calculate interest &amp; principal amounts for loans repayment.</p> <p>KA10. Modes of payment available to the customer.</p> <p>KA11. List of supporting documents required with specifics.</p> <p>KA12. Procedure for assisting customers with application forms and processes.</p> <p>KA13. The organizations' policy of privacy &amp; discretion when dealing with customer's personal information.</p> <p>KA14. All relevant legal procedures involved in application.</p> <p>KA15. Methods to format data and information required for reporting on customer base.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of products offered and details of the same</p> <p>KB2. Products offered by other financial provides including other banks, NBFCs, money lenders etc.</p> <p>KB3. Bank's objectives, its role, functions and structure</p> <p>KB4. Maintenance and operating procedure for using equipment provided by bank such as POS (Point of Sale) machines, computers etc.</p> <p>KB5. IT skills and operating procedures to update status of accounts acquired, account details</p> <p>KB6. Procedure for digitally updating customer details, if required.</p> <p>KB7. Marketing techniques for the banking sector when hosting campaigns</p> <p>KB8. Factors that impact the creditworthiness of the customer.</p> <p>KB9. Basic economic, accounting and financial concepts such as interest rates, profit/loss etc.</p> <p>KB9. Basic accounting techniques for recording transactions if required.</p>

**BSC/N 0302**

**Assist with Application Process**

	<p>KB10. The information available in supporting documents such as pamphlets, fliers, manuals, terms and conditions documents etc.</p> <p>KB11. Methods to evaluate life cycle and wealth cycle of each customer when working on a financial plan</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the documents for review.</p> <p>SA2. Prepare reports on status of leads and prospective customers</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand organizational and regulatory guidelines</p> <p>SA4. Read and verify legitimacy of documents submitted by prospective customers</p> <p>SA5. Read and explain terms and conditions of various bank products to prospective customers</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6 . Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA7 . Communicate clearly with the customer using language that he/she understands.</p> <p>SA12. Communicate and share knowledge with peers and supervisors.</p>	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine what Banking Product is best for the customer based on needs assessment and financial status of the customer.</p> <p>SB2. Make clear, logical decisions and portray confidence to the customers.</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan appointments with prospective customers; be prepared with appropriate plans prior to the meeting.</p> <p>SB4. Organize work &amp; time in order to maximize productivity.</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Address problems arising either due to a technical issue, customer or administration related issues and escalate those issues beyond one's role.</p>
<b>Analytical Thinking</b>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Assess customers financial status and understand their financial capacity for the appropriate product</p> <p>SB10. Draw insights from prospective customer interaction and refine marketing techniques</p>	

**BSC/N 0302**

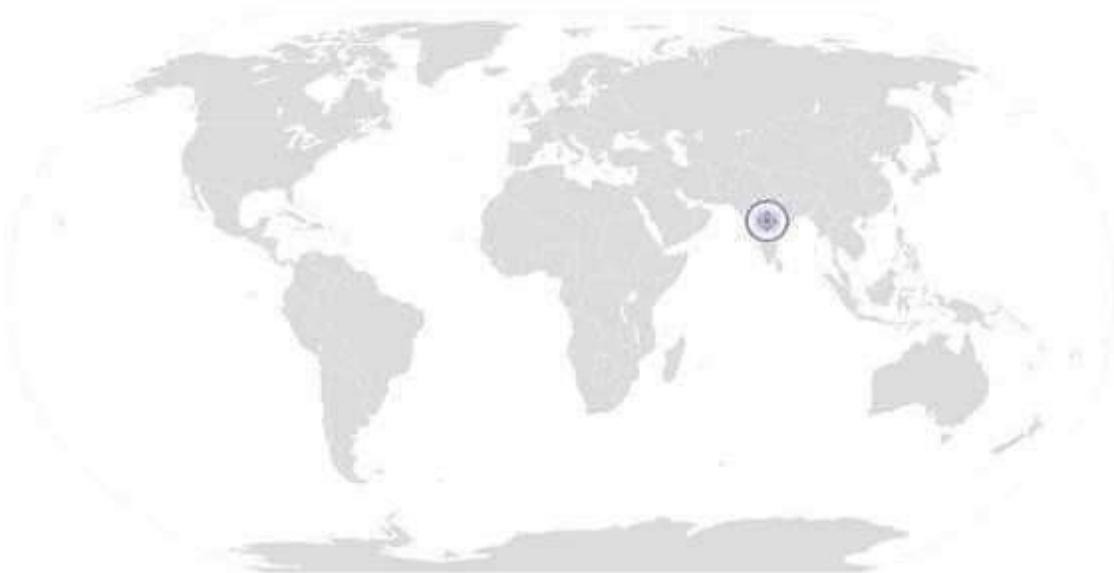
**Assist with Application Process**

## **NOS Version Control:**

<b>NOS Code</b>	<b>BSC / N 0302</b>		
<b>Credits( NSQ F )</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>BFSI</b>	<b>Drafted on</b>	<b>05/08/2013</b>
<b>Sub-sector</b>	<b>Banking</b>	<b>Last reviewed on</b>	<b>05/08/2013</b>
<b>Occupation</b>	<b>Financial Inclusion Services</b>	<b>Next review date</b>	<b>05/08/2016</b>



# National Occupational Standard



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## Overview

To facilitate/execute banking transactions for customers

<b>Unit Code</b> BSC/ N 0303	
<b>Unit Title (Task)</b> Facilitate/Execute Transactions	
<b>Description</b>	This OS unit is about facilitating/executing banking transactions for customers.
<b>Scope</b>	The unit/ task cover the following: <ul style="list-style-type: none"> <li>• Carry out regular banking transactions for customers</li> <li>• General/ Administrative</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operations</b> - Carry out regular banking transactions for customers	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Obtain cash from appropriate account at bank branch for meeting the cash withdrawal requirements of the customers</li> <li>PC2. Carry out regular banking transactions on behalf of customers using equipment such as a banking kiosk or point-of-sale machine or manually</li> <li>PC3. Collect cheques/ cash for payment or for deposits into accounts made by customers</li> <li>PC4. Disburse cash for withdrawals made by customers</li> <li>PC5. Facilitate remittances to other accounts within the same bank if required</li> <li>PC6. Provide receipts/confirmation to the customers for all transactions executed</li> <li>PC7. Assist customer in updating their passbook</li> <li>PC8. Answer customer queries &amp; connect customer to bank, if necessary.</li> <li>PC9. Respond to customer complaints and escalate issue if necessary.</li> <li>PC10. Report to bank branch assigned with cash and cheques collected and deposit the same within stipulated timelines</li> <li>PC11. Ensure details of cash and funds disbursed to customers are recorded with bank</li> <li>PC12. Monitor and collect loan payments if required</li> <li>PC13. Deposits cash collected from</li> <li>PC14. Assist customers with the documentation and procedure for closure of their accounts if required</li> <li>PC15. Assist bank in closing all pending payments prior to closure of account.</li> <li>PC16. Collect all deliverables such as smart card etc from customer and deliver to bank if applicable</li> </ul>
<b>General/ Administrative</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC17. Update details cash disbursed and received into information system/records</li> <li>PC18. Prepare periodic reports on status of customers, bank transactions, number of complaints etc. to supervisor/Manager</li> <li>PC19. Prepare reports on targets achieved and review future targets, if applicable.</li> <li>PC20. Follow security procedures when handling payment cash and cheques, customer confidential details etc.</li> </ul>

<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. Types and features of products and services offered to targeted customers</li> <li>KA2. Standard operating procedure and guidelines for performing the correspondent's function, if applicable</li> <li>KA3. Banking regulations relevant to the products offered by the Business Correspondent</li> <li>KA4. Processes and methods of acceptable payments as stipulated by organization</li> <li>KA5. Risk compliance and risk associated with various products</li> <li>KA6. Procedure for the loan application process and documents required</li> <li>KA7. Termination procedure and documents required for the same</li> <li>KA8. The limit/restriction on transaction amount per day and per operation</li> <li>KA9. Security procedures for handling sensitive customer information.</li> <li>KA10. All relevant laws and regulatory procedures</li> <li>KA11. Methods to format data and information required</li> <li>KA12. Organization's policy on maintaining inactive accounts</li> <li>KA13. Escalation matrix in the case of customer grievances.</li> <li>KA14. Point of contact in base branch to direct any queries</li> <li>KA15. The procedure in the case of customer grievance and point of contact to resolve issues</li> </ul>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Types of products offered and details of the same.</li> <li>KB2. Products offered by other financial providers including other banks, NBFCs, money lenders etc. Bank's objectives, its role, functions and structure</li> <li>KB3. Maintenance and operating procedure for using equipment provided by bank such as POS (Point of Sale) machines, computers etc.</li> <li>KB4. Procedure for conducting transactions such as cash deposits, withdrawals, debit/credit transactions etc with equipment provided or manually (kiosk, point-of-sale machine)</li> <li>KB5. Procedure for updating transactions and depositing cash collected with bank branch</li> <li>KB6. IT skills and operating procedures to update transactions, if applicable.</li> <li>KB7. Procedure for digitally updating customer details, if required.</li> <li>KB8. Factors that impact the creditworthiness of the customer.</li> <li>KB9. Basic economic and financial concepts such as interest rates, profit/loss etc.</li> <li>KB10. Basic accounting principles required to record bank transactions, if required.</li> </ul>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Prepare reports and summary of the documents for review.</li> <li>SA2. Prepare reports on status of leads and prospective customers</li> </ul> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA3. Read and understand organizational and regulatory guidelines</li> <li>SA4. Read and verify legitimacy of documents submitted by prospective customers</li> <li>SA5. Read and explain terms and conditions of various bank products to prospective customers</li> </ul>

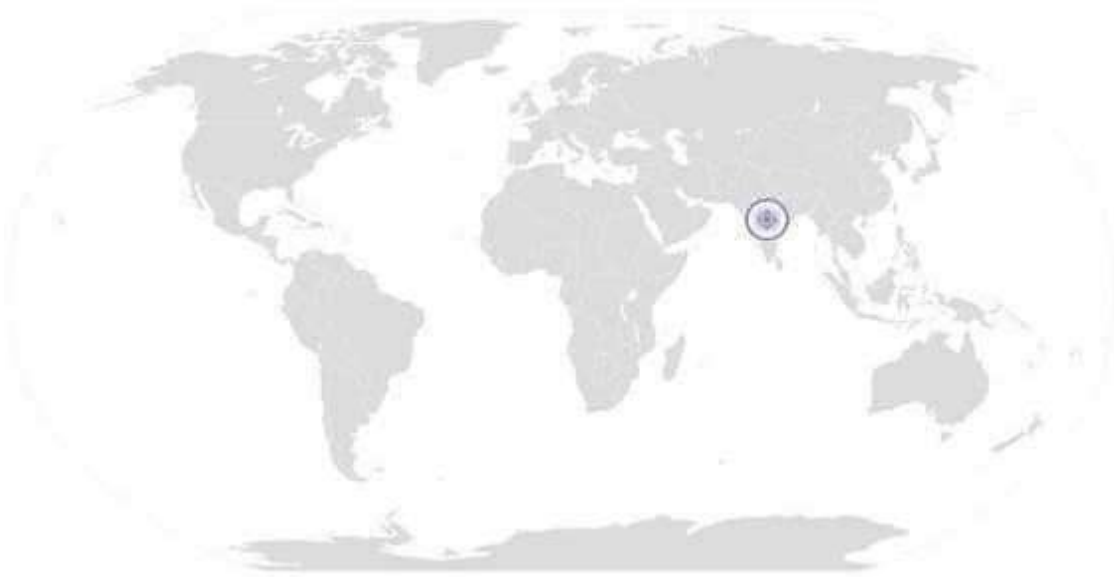
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Listen to the customers and be able to offer products that are pertinent to their requirements.</p> <p>SA7. Communicate clearly with the customer using language that he/she understands.</p> <p>SA8. Communicate and share knowledge with peers and supervisors.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine what Banking Product is best for the customer based on needs assessment and financial status of the customer.</p> <p>SB2. Make clear, logical decisions and portray confidence to the customers.</p>
	<p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan appointments with prospective customers; be prepared with appropriate plans prior to the meeting.</p> <p>SB4. Organize work &amp; time in order to maximize productivity.</p>
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Address problems arising either due to a technical issue, customer or administration related issues and escalate those issues beyond one's role.</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Assess customers financial status and understand their financial capacity for the appropriate product</p> <p>SB10. Draw insights from prospective customer interaction and refine marketing techniques</p>
	<p><b>Critical Thinking</b></p> <p>NA</p>

**BSC/N 0303**

**Facilitate/Execute Transactions**

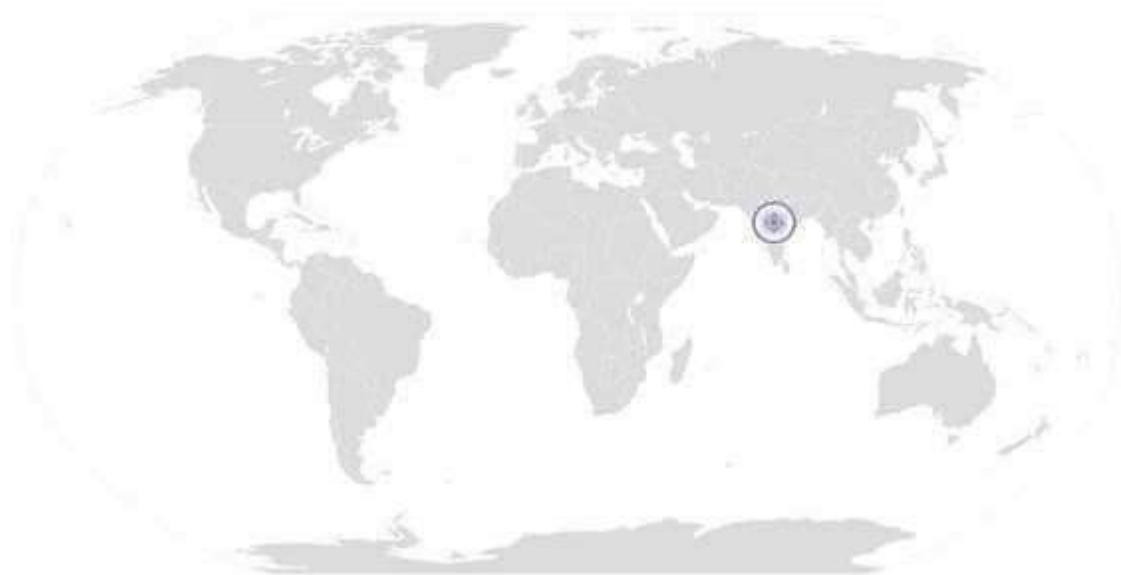
## NOS Version Control

<b>NOS Code</b>	<b>BSC / N 0303</b>		
<b>Credits( NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>BFSI</b>	<b>Drafted on</b>	<b>05/08/2013</b>
<b>Sub-sector</b>	<b>Banking</b>	<b>Last reviewed on</b>	<b>05/08/2013</b>
<b>Occupation</b>	<b>Financial Inclusion Services</b>	<b>Next review date</b>	<b>05/08/2016</b>





# National Occupational Standard



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## Overview

Provide support and on-going services to customers

<b>Unit Code</b>	<b>BSC/N 0304</b>
<b>Unit Title (Task)</b>	<b>Provide On-Going Services</b>
<b>Description</b>	This OS unit is about providing support after acquisition
<b>Scope</b>	<p>The unit/ task cover the following:</p> <ul style="list-style-type: none"> <li>• Schedule and execute follow-up sessions and provide support services</li> <li>• Advise customers on services and other products</li> <li>• Assist with recovery</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operations</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Schedule and execute follow-up visits with customer to periodically review customer's financial requirements.</p> <p>PC2. Provide post-sale customer services such as delivering forms for address, collecting payments, setting-up updates/reminders etc.</p> <p>PC3. Respond to all customer queries/complaints.</p> <p>PC4. Advise customer on managing their account according to needs.</p> <p>PC5. Inform and advise customer of new products and services that may be of additional value</p> <p>PC6. Escalate all queries and grievances beyond one's role to supervisor/manager</p> <p>PC7. Obtain list of defaulters/ default loan accounts from bank branch</p> <p>PC8. Assist with payment recovery in case of defaulted loans to the maximum extent possible</p> <p>PC9. Report status of loan recovery to bank branch supervisor/manager</p>
<b>General/ Administrative</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. Update details of payments collected into records/information system</p> <p>PC11. Prepare periodic reports on status of acquired customers, account status etc. to supervisor/Manager</p> <p>PC12. Discuss and set performance targets with supervisor/manager</p> <p>PC13. Prepare reports on targets achieved and review future targets</p> <p>PC14. Follow security procedures when handling cash payments, cheques, customer confidential details etc.</p>
<b>Knowledge and Understanding (K)</b>	

**BSC/N 0304 Provide on-going services**

<p><b>A. Organizational Context</b></p> <p>(Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types and features of all products and services offered to targeted customers</p> <p>KA2. Standard operating procedure and guidelines for performing the correspondent/facilitator’s function</p> <p>KA3. Organizational guidelines for delivering marketing merchandise and marketing procedures</p> <p>KA4. Banking regulations relevant to the products offered by the Business Correspondent/facilitator</p> <p>KA5. Types of documents required for closure of accounts including KYC forms, acceptable options of identity, address proof and other supporting documents</p> <p>KA6. Processes and methods of acceptable payments as stipulated by organization</p> <p>KA7. Risk compliance and risk associated with various products.</p> <p>KA8. Types of customer segments and their suitability to products offered</p> <p>KA9. Methods to map prospective customer’s needs to products offered by organization</p> <p>KA10. Procedure for assisting customers with application forms and processing policies</p> <p>KA11. Security procedures for handling sensitive customer information</p> <p>KA12. Routes and schedule for visiting areas assigned to the Business Correspondent/facilitator</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of products offered and details of the same</p> <p>KB2. Products offered by other financial provides including other banks, NBFCs, money lenders etc. Bank’s objectives, its role, functions and structure</p> <p>KB3. Maintenance and operating procedure for using equipment provided by bank such as POS (Point of Sale) machines, computers etc.</p> <p>KB4. IT skills and operating procedures to update status of leads, prospective customers, if applicable.</p> <p>KB5. Procedure for digitally updating customer details, if required.</p> <p>KB6. Marketing techniques for the banking sector when hosting campaigns</p> <p>KB7. Factors that impact the creditworthiness of the customer.</p> <p>KB8. Basic economic, accounting and financial concepts such as interest rates, profit/loss etc.</p> <p>KB9. Basic accounting techniques for recording transactions if required</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare reports and summary of the documents for review.</p> <p>SA2. Prepare reports on status of customers accounts</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand organizational and regulatory guidelines</p> <p>SA4. Read and verify legitimacy of documents submitted by customers</p> <p>SA5. Read and explain terms and conditions of new bank products to customers</p>

**BSC/N 0304 Provide on-going services**

	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6 . Listen to the customers and be able to offer products that are pertinent to their requirements. SA7 . Communicate clearly with the customer using language that he/she understands. SA8 . Communicate and share knowledge with peers and supervisors.
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Determine what Banking Product is best for the customer based on needs assessment and financial status of the customer. SB2. Make clear, logical decisions and portray confidence to the customers.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB3. Plan appointments with prospective customers; be prepared with appropriate plans prior to the meeting. SB4. Organize work & time in order to maximize productivity.
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry SB6. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB7. Address problems arising either due to a technical issue, customer or administration related issues and escalate those issues beyond one’s role.
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. Assess customers financial status and understand their financial capacity for the appropriate product SB9. Draw insights from prospective customer interaction and refine marketing techniques
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB10. Consistently obtain feedback and improve their performance SB11. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines	

BSC/N 0304

Provide on-going services

## NOS Version Control

<b>NOS Code</b>	BSC / N 0304		
<b>Credits( NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Sector</b>	BFSI	<b>Drafted on</b>	05/08/2013
<b>Sub-sector</b>	Banking	<b>Last reviewed on</b>	05/08/2013
<b>Occupation</b>	Financial Inclusion Services	<b>Next review date</b>	05/08/2016



**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role - Business Correspondent/ Business**

**Facilitator**

**Qualification Pack - BSC/ Q 0301**

**Sector Skill Council - Banking, Financial Services & Insurance (BFSI)**

**Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		<b>Marks Allocation</b>	
	<b>Total Mark (200)</b>	<b>Theory</b>	<b>Skills Practical</b>
National Occupation Standards	<b>50</b>	25	25
Assist with application process	<b>50</b>	25	25
Facilitate/Execute Transactions	<b>50</b>	25	25
Provide on-going services	<b>50</b>	25	25
Source new customers	<b>50</b>	25	25

**CERTIFICATE COURSE IN  
GEOGRAPHICAL INFORMATION SYSTEM (GIS)**

**December-February  
2017-2018**



**Department of Geography  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

Geographical Information System (GIS) or Geoinformatics is 'Geography' with Information Technology. It focuses on improving existing technologies as well as developing new ones in order to collect, analyze, distribute, interpret, transform and visualize data about the surface of the earth and its geography. Many fields benefit from GIS, including urban planning and land use management, in-car navigation systems, virtual globes, public health, environmental modeling and analysis, military, transport network planning and management, agriculture, meteorology and climate change, oceanography and coupled ocean and atmosphere modeling, business location planning, architecture and archeological reconstruction, telecommunications, criminology and crime simulation, aviation and maritime transport. Geoinformatics becomes very important technology to decision-makers across a wide range of disciplines, industries, commercial sector, environmental agencies, local and national government, research, and academia, national survey and mapping organizations, International organizations, United Nations, emergency services, public health and epidemiology, crime mapping, transportation and infrastructure, information technology industries, GIS consulting firms, environmental management agencies, tourist industry, utility companies, market analysis and e-commerce, mineral exploration, etc. Many government and non government agencies started to use spatial data for managing their day to day activities.

## Objectives:



The objective of the course is to develop an understanding and competence in GIS.

1. To understand the fundamental concepts of GIS.
2. Learn different technologies for collecting, acquiring and verifying spatial data.
3. Apply practical skills to generate, integrate, analyze and visualize spatial data.

## Job Opportunities:

1. Surveyor
2. Cartographer
3. Technical Assistant in industry or research center
4. Instructor for map making and related work in schools and colleges
5. Self employment: Running a small scale map making industry or production of different type of maps.
6. Sales representative for GIS software

## Syllabus:

Sr.No.	Topics	Subtopics	Learning points	Lectures
1	Introduction to GIS	Basic of GIS	Definition of GIS Concept of Time & Space Development of GIS Objectives of GIS Elements of GIS	5
2	Hardware & Software	Hardware	Input / Output unit Central Processing Unit (CPU) Storage Devices	5

		Software	Auto CAD Arc GIS ERDAS	
3	Applications of GIS	GPS Survey	Geo – Science Water Resource Management Agriculture Urban Management Hazards Management	15
4	GPS	Fundamental Of GPS	What’s GPS Space Segment Control Segment User Segment GPS Survey	5

### Course Outcome:

1. Understand the all fundamental concept of GIS, potential of GIS, objectives of GIS, elements of GIS and GIS applications in different field.
2. Extract the knowledge and information about geospatial analysis and database query and GIS data analysis the various concept and problems in analysed in GIS environment.
3. Understand the concept of map, projections, and coordinate systems and basic of the same for different purposes in geography.
4. GIS and GPS applied in the various kinds of fields, agriculture, populations, watershed planning and land use planning.

### Faculty:

The classes shall be conducted by the faculty of R.B.N.B. College, Shrirampur

**Duration of the Course:**

**Thirty Hours**

**Scheme of Study:**

**Theory - 60%, Practical - 40%**

**No. of times offered in a year:**

**Once**

**Fees:**

**Rs. 200/-**

**Maximum Participants:**

**50 Students**

**Certification:**

**All successful students shall be awarded a certificate.**

**CARRIER ORIENTED COURSE ON  
RAINWATER HARVESTING**

**2017-2018**



**Department of Geography  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course

Last few years the climate change is emerging as foremost challenge and this refers to any change in climatic variables. Rainfall is the key climatic variable, which is highly erratic in nature and can have long-term inferences in respect of its quality and quantity of water. Most of the water resources are rapidly exploited without recharging as a result the scarcity is also rapidly increasing. So to tackle the water scarcity hazards, there is an urgent need to boost the ground water through suitable groundwater resources management. The management of ground water through artificial recharge of rain water by following roof top harvesting has now been accepted world-wide as a cost-effective method to boost ground water in areas having low rainfall and overexploitation without recharging ground water. Rain water harvesting is one of the oldest and easy techniques to collection and storage of rain water at surface or in sub-surface aquifers, before it is lost as surface run-off. The augmented resource can be harvested in the time of need. Artificial recharge to ground water is a process by which the ground water reservoir is augmented at rate exceeding that under natural conditions of replenishment.

Sustainability of drinking water sources has become one of the major issues of rural drinking water supply sector. In this endeavor, role of government sector is being shifted from actual implementing authority to that of a facilitator. Since rainwater harvesting and artificial recharge can play a major role in providing sustainability to drinking water sources, such activities can be taken up on a large scale by local communities as various kinds of rainwater harvesting structures through ages have been proved to be quite useful to the society constructed in different parts of the country worldwide.

## Objectives

The objective of the course is to develop an understanding and competence in GIS.

1. To understand the importance of rainwater harvesting for water supply and learn about different types of rainwater harvesting systems.

2. To understand the advantages and limitations of rainwater harvesting systems.
3. To enhance availability of ground water and utilize rain water for sustainable development.
4. To understand weather phenomena: winds, humidity and precipitation.
5. To calculate the amount of rainwater that can be harvested from a given rainwater harvesting system.
6. Apply practical skills to generate, integrate, analyze and visualize spatial data related with rainfall and runoff.

### **Job Opportunities**

1. Serve as conservator in Soil, Agricultural departments.
2. Serve in forest department as forest conservator.
3. Work in water resources management.
4. Work in NGOs.
5. Technical Assistant in industry or research center
6. Self employment: Running a small scale industry or consultancy office for Rainwater Harvesting

### **Syllabus**

Introduction to Rainwater Harvesting, Types and components of rainwater harvesting, Fundamental concepts of rainwater harvesting, Watershed Management for rainwater harvesting, Practicals on Slope Measurement, Calculation of Runoff, Measurement of Store and flowing water, Project/Field Visit to rainwater harvesting sites e.g. Hivrebazar and Ralegansiddhi Village.

## **Course Outcome**

1. Understand the fundamentals concepts related to watershed, significances of watershed development, demarcation of watershed, types of watershed according to area and shape
2. Study about the physical parameters of watershed, channel geometry and basin morphology.
3. Understand the hydrological parameters, rainfall, aerial precipitation, evaporation and transpiration, infiltration, run off and drainage.
4. Understand the watershed development planning and sample of watershed management and planning for appropriate development of watershed management for water conservation and development.

## **Faculty:**

**The classes shall be conducted by the faculty of R.B.N.B. College, Shrirampur**

## **Duration of the Course:**

) **Certificate: Three Hundred Hours**

) **Diploma: Three Hundred Hours**

) **Advanced Diploma: Three Hundred Hours**

**Scheme of Study: Theory - 60%, Practical - 40%**

**No. of times offered in a year: Once**

**Fees: Nil**

**Maximum Participants: 50 Students**

**Certification: All successful students shall be awarded a certificate.**



**Career Oriented Certificate course  
in  
Dairy Science**

**Diwali holiday 2015**

**Department of Chemistry  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

Dairy science focuses on the production and manufacturing of all dairy products, including milk. Entering this field requires knowledge of animal nutrition, reproduction, location and business. Dairy science explores the technology and science behind the production of milk and milk products like cheese, yogurt, butter, ice-cream casein. Dairy science professionals must learn everything from raising cattle to managing a dairy plant.

Theory classes of this course were conducted during Diwali Holiday while practicals were conducted on Sundays. Students learned about milk products, Market of milk industry etc. Students also learned about adulterants and preservatives, analysis of micronutrients present in milk products

### **Objectives:**

After reading this course you will be able to:-

To understand the science involved in Making a milk products.

To employ the principles and techniques for Milk and milk product.

### **Job Opportunities:**

Self employment: Running a small scale industry or production unit manufacturing various products from milk.

Running hobby /demonstration classes 2. Wage employment: Purchase assistant, production supervisor, assistant quality control supervisor;

Technical assistant; laboratory assistant, in dairy industry, carrying centers.

Instructor for in schools, colleges, ITI's and Polytechnics. Sales representative of food industries.

## **Syllabus:**

### **A. Certificate course in dairy science**

**20 credits**

#### **Theory**

Total 12 credits

1. Composition of milk 2 credits
2. Nutritive value of milk 1 credit
3. Physico-chemical properties of milk 1 Credit
4. Milk Product 2 credits
5. Preservatives in milk and milk products 1 Credit
6. Adulterants in milk and legal standards 2 credits
7. Study of govt. milk scheme and role of co-operative industries 2 credits
8. Economics of milk production 1 credit

#### **Practical**

**Total 8 credits**

1. Study of Platform test
  - a) Sediment test
  - b) Alcohol test
  - c) Clot and boiling (COB) test
  - d) Organoleptic and Temperature
2. Determination of specific gravity of milk from different source by using –
  - a) Specific gravity bottle
  - b) Lactometer
3. Determination of fat content in sample of buffalo and cow milk by Gerber method
4. Determination of pH, Acidity, total solids, and lactose of buffalo and cow milk by Gerber method
5. Determination of casein in milk by pyne's formal titration method and calculation of the % protein in milk.
6. Detection of preservatives of milk
  - a) Boric acid
  - b) Formaldehyde
7. Detection of adulterants like water, extraction of fat in milk sample.
  - a) Neutralizers

- b) Formalin
- c) Sugar
- d) Starch
- e) Glucose
- f) Urea
- g) Ammonium Sulphate
- h) Salt
- i) Pulverized Soap
- j) Detergents
- k) Water
- l) Skim Milk powder
- m) Vegetable Fat
- n) Benzoic and salicylic acid
- o) Borax and boric acid

8. Determination of chlorine content of the milk volumetrically

9. Field work

**Reference:**

Ref- 1: Outline of Dairy Technology- Oxford University press By- Sukumar De. (Edition-1983)

Ref- 2: Dairy Chemistry and Animal Nutrition- M.M. Rai, Kalyani, Publishers, New Delhi 3rd Edition, 1980

Ref- 3: Fundamentals of Dairy Chemistry- B.H. Webb,  
A.H. Hohsson, J.A. Alford, CBB Publishers and Distributors.

Ref- 4: Milk and Milk Products- C.H. Eckles, H. Macy, Tata McGraw Hikk Publishing  
Company Ltd.

**Career Oriented Diploma course  
in  
Dairy Science**

**Diwali holiday 2012-2016**

**Department of Chemistry  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

Career Oriented Diploma Course in Dairy science focuses on the production and manufacturing of all dairy products, including milk. Entering this field requires knowledge of animal nutrition, reproduction, location and business. Dairy science explores the technology and science behind the production of milk and milk products like cheese, yogurt, butter, ice-cream casein. Dairy science professionals must learn everything from raising cattle to managing a dairy plant.

Theory classes of this course were conducted during Diwali Holiday while practicals were conducted on Sundays. Students learned about milk products, Market of milk industry etc. Students also learned about adulterants and preservatives, analysis of micronutrients present in milk products

### **Objectives:**

After reading this course you will be able to:-

- To understand the science involved in Making a milk products.
- To employ the principles and techniques for Milk and milk product.

### **Job Opportunities:**

Self employment: Running a small scale industry or production unit manufacturing various products from milk.

Running hobby /demonstration classes 2. Wage employment: Purchase assistant, production supervisor, assistant quality control supervisor;

Technical assistant; laboratory assistant, in dairy industry, carrying centers.

Instructor for in schools, colleges, ITI's and Polytechnics. Sales representative of food industries.

## **Syllabus:**

### **B. Diploma in dairy science:**

<b>Theory</b>	<b>Total 12 Credits</b>
1. Introduction to dairy industry	2 Credits
2. Common dairy processes	2 Credits
3. Special milk products	2 Credits
4. Industrial application of dairy products	2 Credits
5. Microbiology of milk	2 Credits
6. Economics of dairy industries	2 Credits

<b>Practical</b>	<b>Total 8 Credits</b>
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1. Preparation of curd and butter milk
2. Preparation of cheese and cream
3. Preparation of flavored milk
4. Preparation of cream
5. Preparation of butter
6. Preparation of paneer and chakka
7. Preparation of lassi
8. Preparation of ice cream
9. Study of microorganism of milk
10. Project work.

### **References-**

Ref- 1: Outline of Dairy Technology- Oxford University press By- Sukumar De. (Edition-1983)

Ref- 2: Dairy Chemistry and Animal Nutrition- M.M. Rai, Kalyani, Publishers, New Delhi 3<sup>rd</sup> Edition, 1980

Ref- 3: Fundamentals of Dairy Chemistry- B.H. Webb, A.H. Hohsson, J.A. Alford, CBB Publishers and Distributors.

Ref- 4: Milk and Milk Products- C.H. Eckles, H. Macy, Tata McGraw Hikk Publishing Company Ltd.

Ref- 5: Chemistry and Testing of Dairy Products- H.V. Athertion, J.A. NewLander, CBS,

Publishers and Distributors.

Ref-6: Dairy Microbiology, Dr. K.C. Mahanta Omsons Publication New Delhi.

**Faculty** : The classes shall be conducted by the faculty of R.B.N.B. College Shirampur

**Duration of the Course** : Forty Hrs.

**Scheme of Study** : Theory - 60%, Practical - 40%

**No. of times offered in a year** : Once

**Fees** : free of cost

**Maximum Participants** : 50 Students

**Certification**

**All successful students shall be awarded a certificate.**



**CERTIFICATE COURSE IN SPOKEN ENGLISH**

**Dec. to Feb. (2017-2018)**

**Department of English  
R. B. Narayanrao Borawake College, Shirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

This course is conducted for developing the communication skills of the students. It will be useful for fluency in English Language. It will be beneficial for the students in this scientific technological and modern society. Students will become the best citizens and will get the best status in the society. It will increase their confidence, and will be able to get employment.

### ) Objectives

- ) To enhance the communication Skill in English|
- ) To develop positive attitude towards English Language|
- ) To enrich self confidence among students|
- ) To qualify students to work globally.|
- ) To develop culture of translation among students.|

### ) Syllabus:

#### A) Pronunciation:

1. The basic sounds.
2. Letter and sounds.
3. Sound and sound groups
4. Words and utterances.
5. Consonants and vowels.
6. Word groups, stressed, unstressed.
7. Pronunciation
8. Intonation.

#### B) Grammar:

1. Parts of speech.
2. Basic sentence pattern
3. Tenses.
4. Direct and Indirect speech.
5. Active and passive voice.
6. Common mistakes in English.

#### C) Developing Vocabulary:

1. Word formation: Affixation, compounding,  
Blending, Acronyms.
2. Word Games:
3. Word Families: Word families based on nouns  
Word families based on verbs  
Word families based on adjectives.
- 4) Synonyms, hyponyms, antonyms.
- 5) Homonyms, homographs, homophones.
6. One word for many.
- 7) Parts of the body and connected words.

- 8) Words in daily use- Vegetables, Ornaments, and Occupations.
- 9) Idioms and Proverbs
- 10) Phrasal Verbs.
- 11) British and American English
- !2) Current words
- 13) Words often confused.

**D) Conversation:**

**a) Greeting/Manners**

1. Introducing someone/yourself
2. Invitation.
3. Thanking.
4. Apologizing.
5. Complementing.
6. Asking and giving directions.
7. Telephone Conversation.

**b) Role playing.**

1. At the post office.
2. At the Bank.
3. Helping friends.
4. Making inquiries about journey.
5. Casual Meetings.
6. At social gatherings.
7. Friends talk about their ambitions.
8. The Importance of spoken English.

**c) Group Discussion.**

**d) Mock Interview/Job Interviews.**

**e) Speeches.**

**E) Writing Skills:**

1. Paragraph
2. Essay writing
3. Letter writing.

**) Methodology:**

1. Lectures.
2. Group Discussion.
3. Role playing.
4. Audio Sessions.

) **Evaluation:**

**Graduation based on the student's performance in written and oral tests.**

) **Course Outcome:**

- To increase Fluency in English Language.
- To increase confidence and stage daring.
- To develop personality and communication Skills.
- To improve their pronunciation, Grammar.
- To improve writing skills.

**Faculty: The classes shall be conducted by the faculty of English Department, R.B.N.B. College Shrirampur**

**Duration of the Course : 61 Hrs.**

**Scheme of Study : Theory - 50%, Practical-50%**

**No. of times offered in a year: Once**

**Fees : Rs. 200/-**

**Maximum Participants : 35 Students**

**Certification: All successful students shall be awarded a certificate.**

**CERTIFICATE COURSE IN COMPUTER AWARENESS**

**December-January 2016-2017**

**Department of Mathematics  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar-413709**

## About the Course:

An aptitude test, by definition, is any type of assessment that evaluates the talent/ability/potential to perform a certain task, with no prior knowledge and/or training. One of the most common forms of psychometric tests is number based. Mathematics is crucial in everyday life and in almost all professions. This is why they are such a common feature in psychometric testing. There are two distinct levels of numerical tests: numeracy tests and numerical reasoning tests.

## Objectives:

After doing this course you will be able to:-

- ) To assist students in the proper choice of courses in their career such as Scientist, officer, manager.
- ) To make choice relating to their future occupation such as; army, air force, military etc.
- ) To make prediction about an individual's probable success in courses and careers.

## Job Opportunities:

**Aptitude tests** inculcate many factors like Numerical reasoning, verbal reasoning, abstract reasoning, speed, accuracy, and other such abilities.

So **Aptitude test** is useful in various national/international examinations such as MPSC, UPSC, Banking Sectors (IBPS, SBI, etc.), Postal Services, CPT for CA, NET, SET, and Government departmental exams.

## Syllabus:

Unit - I Introduction to Computer

Total Periods 26 = (08 Theory + 18 Practicals)

1.1 Computer - Definition & structure

1.2 Hardware -

- i) Input devices - Key Board, Mouse, Scanner, Microphone, Digital camera.
- ii) Output devices - Monitor, Printer, Speaker, Screen image projector
- iii) Storage devices - Hard Disk, CD & DVD, Mass Storage Device (Pen drive)

### 1.3 Software

- i) Operating System - Concept and function.
- ii) Application Software (It uses in Education)
  - 1) Word Processors
  - 2) Presentation
  - 3) Spread sheet
- iii) Viruses & its Management

Unit - II Intranet and Internet

Total Periods 14 = (04 Theory + 10 Practicals)

2.1 Concept, need & importance

2.2 Facilities available for Communication - E-mail, chat, online conferencing,  
(Audio-video), e-Library, websites, Blog, wiki. Internet forum, News Groups.

2.3 Search Engines - Concept and uses.

2.4 Legal & Ethical issues - copyright, hacking

## Course Outcome:

- ) Ability to identify Geometrical shapes and sizes.
- ) Development of skill to do computations neatly and improve the computational ability.
- ) Development of skill to make use of various enumerating formulae in daily life.
- ) Ability to make use of Profit and Loss in daily life and in professional area.
- ) Ability to make use of concepts like time, speed, work in daily life.

**Faculty :** The classes shall be conducted by the faculty of  
**R.B.N.B. College, Shrirampur**

**Duration of the Course      :** Thirty Hrs.

**Scheme of Study      :** Theory - 100%

**No. of times offered in a year : Once**

**Fees : Rs. 200/-**

**Maximum Participants : 30 Students**

**Certification: All successful students shall be awarded a certificate.**



**CERTIFICATE COURSE IN APTITUDE TEST**

**December-February 2017-2018**

**Department of Mathematics  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

An aptitude test, by definition, is any type of assessment that evaluates the talent/ability/potential to perform a certain task, with no prior knowledge and/or training. One of the most common forms of psychometric tests is number based. Mathematics is crucial in everyday life and in almost all professions. This is why they are such a common feature in psychometric testing. There are two distinct levels of numerical tests: numeracy tests and numerical reasoning tests.

### Objectives:

After doing this course you will be able to:-

- To assist students in the proper choice of courses in their career such as Scientist, officer, manager.
- To make choice relating to their future occupation such as; army, air force, military etc.
- To make prediction about an individual's probable success in courses and careers.

### Job Opportunities:

**Aptitude tests** inculcate many factors like Numerical reasoning, verbal reasoning, abstract reasoning, speed, accuracy, and other such abilities.

So **Aptitude test** is useful in various national/international examinations such as MPSC, UPSC, Banking Sectors (IBPS, SBI, etc.), Postal Services, CPT for CA, NET, SET, and Government departmental exams.

**Syllabus:**

**(TOTAL: 30 Lectures)**

**Chapter-I Algebra**

**5**

**Lectures**

In-Equations, Quadratic and linear equations, Logarithm, Vectors and Binomial Expansion, Expansion.

**Chapter-II Arithmetic**

**7 Lectures**

Profit and Loss Averages , Percentages , Partnership , Time- Speed – Distance , Work and Time , Mensuration Allegation and Mixtures , Work , Pipes and Cisterns , Simple Interest and Compound Interest, Surds and Indices.

**Chapter-III Geometry**

**5 Lectures**

Lines, Angles, Triangles, Spheres, Rectangles, Cube, Cone, Trigonometry, Co-ordinate Geometry,

**Chapter-IV Number system**

**4 Lectures**

Number system: HCF, LCM, Geometric Progression, Arithmetic Progression, Number Based System, BODMAS Rule.

## **Chapter-V Probability & Statistics**

### **5 Lectures**

Installment Payments, Partnerships, Clocks, Probability, Arithmetic Mean, Geometric Mean, Harmonic Mean, Median, Mode.

## **Chapter-VI Set Theory & Logical Reasoning**

### **4 Lectures**

Set Theory, Venn diagram, Permutations and Combinations, Logical Reasoning

### **Textbook:**

Quantitative Aptitude – S. Chand Publications By- Dr. R. S. Aggarwal

### **Course Outcome:**

- Ability to identify Geometrical shapes and sizes.
- Development of skill to do computations neatly and improve the computational ability.
- Development of skill to make use of various enumerating formulae in daily life.
- Ability to make use of Profit and Loss in daily life and in professional area.
- Ability to make use of concepts like time, speed, work in daily life.

**Faculty : The classes shall be conducted by the faculty of  
R.B.N.B. College, Shrirampur**

**Duration of the Course : Thirty Hrs.**

**Scheme of Study : Theory - 100%**

**No. of times offered in a year : Once**

**Fees : 200/-**

**Maximum Participants : 30 Students**

**Certification**

**All successful students shall be awarded a certificate.**



**CERTIFICATE COURSE IN CYBER LAW  
SYMBOLS SKILLS AND OPEN UNIVERSITY**

**Year:( 2017-2018)**

**Department of Computer Science  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

# About the Course

**Program Name:** Certificate Course in Cyber Law

**Proposed by:** Rayat Shikshan Sanstha's Yashwantrao Chavan  
Institute of Science, Satara

**Batch Size Proposed:** 40 Students

**Proposed Program Duration:** 36 Hours

✚ Theory Session :30 hours

✚ Practical Session:06 hours

[Practical –Visits to Forensic lab or Cyber Cell]

**Proposed fess for the program:** 1000 Rs

## 1. Program Objectives:

- ❖ To generate more awareness about the legalities and connected issues concerning Cyber security Law.
- ❖ To provide legal expertise concerning matters of Cyber Security Law.
- ❖ To promote the growth of jurisprudence of Cyber Security Law.
- ❖ To study and work on different software tool used for investigation.

## 2. Target Group of learners:

- ❖ Students, Teaching and Non-Teaching Staff.

## Assessment:

- ❖ Evaluation are in the form of Computer Based Examination Consisting of Multiple Choice Question of 40 marks with 50% passing and 60 marks are allocated for practical examination.

- ❖ The questions formulated are based on the program/course objectives.
- ❖ The questions are designed to test students knowledge and application of concepts learned

## Course Outcomes:

1. **Describe** laws governing cyberspace and analyze the role of Internet Governance in framing policies for Internet security
2. **Discuss** different types of cybercrimes and analyze legal frameworks of different countries to deal with these cybercrimes
3. **Explain** the importance of jurisdictional boundaries and identify the measures to overcome cross jurisdictional cyber crimes
4. **Illustrate** the importance of ethics in legal profession and determine the appropriate ethical and legal behavior according to legal frameworks
5. **Identify** intellectual property right issues in the cyberspace and design strategies to protect your intellectual property
6. **Assess** the legal issues with online trading, and analyze applicable e-contracting and taxation regulations
7. **Create** security policy to comply with laws governing privacy and develop the policies to ensure secure communication
8. **Recognize** the importance of digital evidence in prosecution and compare laws of different countries that govern Standard Operating Procedures (SOP) for handling evidences.

## Syllabus:

### Unit1: Introduction

- ) Computer and its impact on society



- ) Overview of computer and Web Technology
- ) Need for Cyber Law
- ) Cyber jurisprudence at Indian Level

## **Unit2: Indian legal System**

- ) What is law?
- ) Different Types Laws.
- ) Nature and Functions of Law.
- ) Concept of Legal System and Major Legal System of the World.
- ) Sources of Law.
- ) Hierarchy and jurisdiction and Judicial and Quasi-judicial Authorities.

## **Unit 3: Constitutional and human rights Issues in cyber space.**

- ) Freedom of speech and expression in cyber space.
- ) Rights to access cyberspace and access to internet.
- ) Right to privacy.
- ) Right to data protection.

## **Unit 4: Cyber crimes and legal frameworks.**

- ) Cybercrimes against individuals, institution and state.
- ) Hacking.
- ) Digital forgery.
- ) Cyber Harassment.
- ) Cyber Pornography.
- ) Identity theft and fraud.
- ) Cyber terrorism.

**Unit 5: Cyber torts and Issues in cyber space.**

- ) Cyber defamation.
- ) Different Offences under It Act, 2000.
- ) Different types of civil wrongs under the IT Act, 2000.
- ) Interface with Parent Law.
- ) Interface with Copy right Law.
- ) Trademark and domain name related Issues.

**Unit 6: Dispute resolution in cyber space.**

- ) Concept of jurisdiction.
- ) Dispute resolution.
- ) Indian context of jurisdiction and IT Act, 2000.

**Unit 7: Introduction of Information tech. tools used in Investigation.**

**Faculty :** The classes shall be conducted by the faculty of Computer Science Department , R.B.N.B. College Shrirampur

**Scheme of Study : Theory - 40% Practical-60%**

**Certification**

**All successful students shall be awarded a certificate.**



: अंशकालीन कोर्स :

प्रसारमाध्यमांसाठी बातमीलेखन व इतर कौशल्य

२०१२-१३ ते २०१४-१५

मराठी विभाग

रयत शिक्षण संस्थेचे,  
रा. ब. नारायणराव बोरावके महाविद्यालय, श्रीरामपूर  
जिल्हा. अहमदनगर (महाराष्ट्र) भारत — ४१३७०९.

## रयत शिक्षण संस्था :-

थोर शिक्षणतपस्वी पद्मभूषण डॉ. कर्मवीर भाऊराव पाटील यांनी ४ ऑक्टोबर १९१९ साली रयत शिक्षण संस्थेची स्थापना केली. शिक्षणाला सामाजिक न्याय आणि ज्ञानाला श्रमनिष्ठेची जोड कर्मवीरांनी दिली. ग्रामीण महाराष्ट्राच्या शैक्षणिक परिवर्तनात मोलाची भर घालून शिक्षण क्षेत्राला नवी दिशा देण्याचे कार्य रयत शिक्षण संस्थेने केले आहे. 'वटवृक्ष' हे आपल्या संस्थेचे बोधचिन्ह असून 'स्वावलंबी शिक्षण हेच आमचे ब्रीद' हे ब्रीद वाक्य आहे. आशिया खंडातील सर्वात मोठ्या असणाऱ्या या शिक्षण संस्थेचे मुख्यालय सातारा येथे असून महाराष्ट्र राज्याच्या १४ जिल्ह्यातून व कर्नाटकातील एका जिल्ह्यात प्रामुख्याने ग्रामीण भागात आपली संस्था ज्ञानदानाचे पवित्र कार्य करीत आहे. 'कमवा आणि शिका' योजनेच्या माध्यमातून संस्थेने गोरगरीब व होतकरू विद्यार्थ्यांना शिक्षण प्रवाहात आणले. संस्थेच्या ६९४ शाखांमधून ५.५ लाखांवर विद्यार्थी शिक्षण घेत आहेत. संपूर्ण लोकशाही मूल्यांवर आधारित पारदर्शक तत्त्वांवर कार्यप्रणाली असणाऱ्या या संस्थेचे अध्यक्ष माजी केंद्रीय कृषिमंत्री मा. ना. शरदरावजी पवार साहेब असून मा. डॉ. अनिल पाटील हे कार्याध्यक्ष आहेत. कर्मवीर विद्या प्रबोधिनी अंतर्गत रयत गुरुकुल प्रकल्प, रयत टॅलेंट सर्च प्रोग्राम व स्पर्धा परीक्षा मार्गदर्शन केंद्राची सोय संस्थेने केली आहे. शिक्षण क्षेत्रातील विविध बदलांना सामोरे जात संस्थेची शतकमहोत्सवाकडे वाटचाल सुरू आहे.

## महाविद्यालयाविषयी :-

रावबहादूर नारायणराव बोरावके महाविद्यालयाची स्थापना १५ जून १९६० रोजी झाली. सावित्रीबाई फुले पुणे विद्यापीठाशी संलग्न असलेल्या या महाविद्यालयात कला, विज्ञान, संगणकविज्ञान, किमान कौशल्य, टाटा बीपीओ सेंटर या विभागाबरोबरच मराठी, अर्थशास्त्र, हिंदी, इंग्रजी, इतिहास, राज्यशास्त्र, भूगोल, रसायनशास्त्र, भौतिकशास्त्र, गणित, प्राणीशास्त्र, वनस्पतीशास्त्र इ. विषयांचे पदव्युत्तर स्तरापर्यंत शिक्षण दिले जाते. महाविद्यालयात एम.फिल., पीएच.डी. चे संशोधन केंद्र असून विविध विषयांचे २२ अंशकालीन कोर्स, ३ यु.जी.सी. मान्यताप्राप्त करिअर ओरिएंटेड कोर्स सुरू आहेत. संशोधन क्षेत्रातील महाविद्यालयाची प्रगती उल्लेखनीय आहे. सावित्रीबाई फुले पुणे विद्यापीठांतर्गत सन २००७-०८ मध्ये ग्रामीण भागातील उत्कृष्ट महाविद्यालय पुरस्कार व रयत शिक्षण संस्थेचा 'रयत माऊली' हा पुरस्कार महाविद्यालयाने प्राप्त केला आहे. कर्मवीर पुरस्काराने सन्मानित झालेल्या या महाविद्यालयास नॅकचे 'अ' मानांकन (CGPA : 3.22) प्राप्त झाले असून आय.एस.ओ. ९००१ : २०१५ प्रमाणपत्रही महाविद्यालयाने प्राप्त केले आहे.

## मराठी विभाग :-

महाविद्यालयातील मराठी विभागात १९६० पासून पदवी, १९७२ पासून पदव्युत्तर अभ्यासक्रमाबरोबरच २००८ पासून एम.फिल. व २०१० पासून पीएच.डी. संशोधन केंद्र सुरू झाले आहे. आजपर्यंत विभागातील २० विद्यार्थी सावित्रीबाई फुले पुणे विद्यापीठाच्या सुवर्णपदकाचे मानकरी ठरले आहेत. ७२ विद्यार्थ्यांना एम.फिल. तर १० विद्यार्थ्यांना पीएच.डी. पदवी संशोधन केंद्रामार्फत प्राप्त झाली आहे. विभागात अनेक राष्ट्रीय, आंतरराष्ट्रीय चर्चासत्रांचे यशस्वी आयोजन केले असून विद्यार्थ्यांना केंद्रवर्ती ठेवून अनेक उपक्रमही राबविले जात आहेत. विभागातील ०४ प्राध्यापक संशोधन मार्गदर्शक म्हणून कार्यरत आहेत.

## कोर्सविषयी :-

वृत्तपत्र, आकाशवाणी आणि दुरचित्रवाणी ही आजच्या जगातील लोकमाध्यमे असून कोणतीही व्यक्ती त्यापासून दुर राहू शकत नाही. वृत्तपत्राचा श्वास - निःश्वास आणि चैतन्यशक्ती म्हणजे बातम्या होत. आज जगातील कोणतेही वृत्तपत्र बातम्याशिवाय निघू शकत नाही, जगू शकत नाही. आकाशवाणी आणि दुरचित्रवाणी ही माध्यमेही याला अपवाद नाहीत. यादृष्टीने प्रसारमाध्यमांसाठी बातमीलेखन ही महत्त्वाची कला मानली जाते. मराठी विषयाच्या विद्यार्थ्यांना विविध प्रसारमाध्यम क्षेत्रात काम करण्याची संधी उपलब्ध व्हावी त्याद्वारे त्यांच्यात सामाजिक बांधिलकीची भावना जोपासली जावी तसेच त्यांना बातमीलेखनाचे नेमके तंत्र आत्मसात करता यावे या हेतूने मराठी विभागामार्फत आम्ही 'प्रसारमाध्यमांसाठी बातमीलेखन व इतर कौशल्य' हा अंशकालीन कोर्स राबवित आहोत

## उद्दिष्टे :-

१. विद्यार्थ्यांना विविध प्रसारमाध्यमांविषयीची माहिती व प्रशिक्षण देणे.
२. विद्यार्थ्यांमध्ये बातमीलेखनाचे कौशल्ये विकसित करणे.
३. विविध प्रसारमाध्यम क्षेत्रात विद्यार्थ्यांना नोकरीच्या संधी उपलब्ध करून देणे.

## नोकरीच्या संधी व क्षेत्र :-

१. वृत्तपत्र कार्यालय.
२. आकाशवाणी कार्यालय.
३. दुरचित्रवाणी कार्यालय.
४. बातमीदार म्हणून काम करण्याची संधी

अभ्यासक्रम :- (थेअरी - ४० तास)

- प्रकरण १ .अ) प्रसारमाध्यम : स्वरूप व प्रकार  
वृत्तपत्र, अकाशवाणी व दुरदर्शन  
ब) प्रसारमाध्यमांसाठी वृत्तलेखन
- प्रकरण २ .अ) वर्तमानपत्रातील बातमीलेखन  
ब) बातमीलेखन पथ्य व दक्षता  
क) प्रत्यक्ष बातमीलेखन
- प्रकरण ३ .अ) बातमीची रचना  
ब) बातमीलेखन व क्षेत्रीय कार्य  
क) वृत्तलेखन
- प्रकरण ४ .अ) स्तंभलेखन आणि सदरे  
ब) मुलाखतलेखन  
क) वृत्तपत्रीय समीक्षात्मक लेखन  
ड) पुरवण्यांसाठी लेखन  
इ) पत्रलेखन - वाचकांचा पत्रव्यवहार
- प्रकरण ५ .अ) जाहिरात लेखन स्वरूप व प्रकार  
ब) जाहिरातीची सामाजिक भूमिका व सामाजिक भान  
क) जाहिरातीचे लेखन  
ड) जाहिरात पारिभाषिक संकल्पना
- प्रकरण ६ .अ) आकाशवाणीवरील बातम्या स्वरूप व वैशिष्ट्ये  
ब) बातमीपत्राची रचना, बातम्यांची निवड  
क) आकाशवाणी बातमी विभाग व मार्गदर्शक तत्वे  
ड) बातमीलेखन व निवेदन  
इ) आकाशवाणीवरील जाहिरात

प्रकरण ७.अ) दुरचित्रवाणी स्वरूप व वाटचाल

ब) वृत्तनिवेदन व बातम्या

क) बातमीपत्राचे प्रकार व निकष

ड) दुरदर्शनवरील वार्ताहराचे कार्य

इ) बातमीपत्राचे संपादन व नमुना बातमीपत्र

**कोर्सचे परिणाम :-**

१. विविध प्रसारमाध्यम संस्थांमध्ये कामाची संधी उपलब्ध करून देण्यासाठी विद्यार्थ्यांमध्ये प्रसारमाध्यमांविषयक कौशल्य विकसित करणे.
२. विद्यार्थ्यांमधून नवीन बातमीदार किंवा पत्रकार निर्माण होण्यासाठी बातमी लेखनाची विविध कौशल्य विद्यार्थ्यांमध्ये विकसित करणे.
३. प्रसारमाध्यमांविषयक ज्ञानातून विद्यार्थ्यांचा व्यक्तिमत्त्व विकास घडवून आणणे .
४. विद्यार्थ्यांमध्ये विविध सामाजिक प्रश्नांची जाणीव निर्माण व्हावी यासाठी प्रयत्न करणे.

**शिक्षक :-**

महाविद्यालयातील शिक्षक

**कोर्स कालावधी :-** ४० तास.

**अभ्यासक्रम नियोजन :-** थेअरी १०० टक्के.

**कोर्स वार्षिक कालावधी :-** एक वेळा.

**फी :-** २०० रुपये.

**कमाल सहभागी विद्यार्थी संख्या :-** २९

**प्रमाणपत्र :-**

उत्तीर्ण झालेल्या सर्व विद्यार्थ्यांना प्रमाणपत्र देण्यात येते.

**CERTIFICATE COURSE IN FRUIT PRESERVATION**

**November-December 2017-2018**

**Department of Botany  
R. B. Narayanrao Borawake College, Shirampur  
Dist. Ahmednagar (M.S.) India 413709**



## About the Course

Our country is blessed with an abundance of fruit .In order to avoid post harvest losses, it becomes imperative to preserve the product. As a result fruit preservation industries have emerged everywhere. Alongside, the demand for trained personnel in the field has also increased substantially. Successful processing and preservation of fruits can lead to number of economic activities like newer techniques of fruit , starting up a small- scale industry or production unit or developing new products, etc. But one must possess the required expertise and skills to run fruit preservation as a profitable business.

### Objectives:

After reading this course you will be able to:-

To understand the science involved in preservation.

To employ the principles and techniques for preservation of fruits.

### Job Opportunities:

Self employment: Running a small scale industry or production unit manufacturing various preserved products from vegetables and fruits.

Running hobby /demonstration classes 2. Wage employment: Purchase assistant, production supervisor, assistant quality control supervisor;

Technical assistant; laboratory assistant, in food preservation industry, carrying centers.

Instructor for food preservation and related work experience in schools, colleges, ITI's and Polytechnics

Sales representative of food industries.

### Syllabus:

#### Theory (16L):

#### 1. Introduction: Scope and Application of Fruit Preservation (1L),

**2. Techniques of fruit preservation (12L)** A) Short Term / Temporary Preservation- Sorting, Cleaning, Drying, Refrigeration etc. B) Permanent preservation- Principles and Types of Permanent Preservation i. Jam ii. Jelly iii. Ketchup iv. Squash v. Juice vi. Pickles.

### **3. Packing and Marketing (2L)**

#### **Practical's (24L):**

1. Preparation of Jam 2. Preparation of Jelly 3. Preparation of Ketchup 4. Preparation of Squash  
5. Preparation of Juice 6. Preparation of Guava Burfi.

#### **Course Outcome:**

1. Basic skills in food preservation.
2. Acquisition of skills to determine cost, flavor and appeal of final products.

**Faculty :** The classes shall be conducted by the faculty of R.B.N.B. College Shirampur

**Duration of the Course :** Forty Hrs.

**Scheme of Study :** Theory - 40%, Practical - 60%

**No. of times offered in a year :** Once

**Fees :** Rs. 200/-

**Maximum Participants :** 50 Students

**Certification:** All successful students shall be awarded a certificate.

# CERTIFICATE COURSE IN ELECTRICIAN

November-January 2017-2018

Department of Physics  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709

## About the Course

**Electrician** is a skilled worker who is able to handle and repair electrical appliances used by human being in all walk of life. With virtually everything from a little shaver to a Railway engine going electrical the scope for the electrician has been increasing at a very fast rate not in the developing or underdeveloped but developed countries also. There was a time when most of the daily routine works were handled with the manual power. But now with the reach of electricity to every nook and corner of the country the use of electrical goods has increased many folds thus the never ending demand of these professional every now and then.

Today every small work in a home whether it is washing of clothes, utensils or chopping of onions in the kitchen is done by electrical appliances. These are the thing which has to be used on the daily basis and need periodical maintenance. These are a few to tell and there are hundreds of more like this in a home and all these require electricians at regular interval. Thus

importance of these professional has increased in last few years. And this demand is universal irrespective of country's economic progress.

## **Objectives:**

- 1 Describe the basic materials and tools used for standard residential electrical projects and describe how they are applied as part of the construction and home-repair process.
- 2 Explain the importance of safe work practices and describe the safe use and application of electrical wiring and equipment.
- 3 Identify the components and assembly configurations of basic and advanced wiring systems used in residential and light commercial/industrial applications.
- 4 Identify and describe the application and installation of standard electrical fixtures and electric-powered appliance

## **Job Opportunities**

You have the possibility to be self-employed and choose which area to specialize in as well as work for a company.

Through experience and further development you can gain the necessary skills to progress to supervisory and managerial positions.

There are very good prospects for qualified electricians as there is a growing demand for their services due to a shortage of trained electricians. There are also overseas opportunities available.

While training you will have all the necessary information and advice to make the best career choice from the large number of opportunities

## **Syllabus:**

### **Theory-(10L)**

#### **1) Introduction**

1.1 symbols, abbreviation, tools, measuring instrument and Units 1.2 safety rules, precautions and first aid 1.3 Atomic Structures, basic electricity, conductor, Insulator, A.C. and D.C. Supply, voltage, current, Power, frequency phase, Ohm's law 1.4 Introduction to electronic components- Resistance, capacitor, diode, transistor

#### **2) Circuits**

2.1 Open circuit, complete circuit, parallel circuit, Compound circuit

2.2 function of fuse in circuit

2.3 Polarity testing

### **3) Accessories**

3.1 Types of accessories and their uses: switch, ICDP and Sockets, holder, fuse, Lamps-Neon, sodium Vapour, HPMV, CFL, Conductor and relay 3.2 Types of wires cables, wire gauge, insulation, Soldering and wire joints 3.3 Earthing and types of earthing

### **4) Electrical wiring**

4.1 Clit wiring, CTS wiring, casing wiring, circuit Wiring, surface wiring, Concealed wiring 4.2 study of remote control wiring 4.3 Introduction to solar light system 4.4 Electric bill calculation

## **Practical-(30L)**

1) Testing of single phase, three phase supply and earthing 2) Controlling one lamp with one SP switch 3) Controlling two lamps in series with one SP switch 4) Controlling two lamps in parallel with one SP switch 5) Controlling two lamps independently with two SP switch 6) Series wiring diagram and arrangement of series lighting 7) Earthing testing 8) Making wire joints 9) Staircase wiring 10) Making switch board

### **Course Outcome:**

- 1 Acquisition of Basic skills in Electrician
2. Install and maintain wiring, control, and lighting systems
3. Inspect electrical components, such as transformers and circuit breakers
4. Identify electrical problems with a variety of testing devices
5. Repair or replace wiring, equipment, or fixtures using hand tools and power tools

**Faculty : The classes shall be conducted by the faculty of R.B.N.B. College Shrirampur and experts from out side**

**Duration of the Course : Forty Hrs.**

**Scheme of Study : Theory - 25%, Practical - 75%**

**No. of times offered in a year : Once**

**Fees : Rs. 200/-**

**Maximum Participants : 40 Students**

**Certification:** All successful students shall be awarded a certificate.

**Short Term Course In “Web Page Designing Using HTML”**

**Year: 2017-2018  
Sem -I**

**Department of Computer Science  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

**Name of Course:** Webpage Designing using HTML

**Duration:** 30 Hrs

**Participants:** 88 Students, Batch 2

### Job Opportunities

- ) Applications developer-
- ) Games developer.
- ) Multimedia programmer.
- ) Multimedia specialist.
- ) SEO specialist.
- ) UX analyst.
- ) UX designer.
- ) Web content manager.

### Course outcome:

1. Understanding of fundamentals of webpage structure and designing.
2. Development of coding skill for client and server iteration.
3. Ability to read, write and identify HTML tag.
4. Ability to build a Website.

### Syllabus:

#### Chapter 1: Introduction

**5 Lect.**

- The World Wide Web (WWW) and history of HTML
- Hypertext and Hypertext Markup Language
- Why HTML
- Prerequisites



- Objective of this HTML course

## **Chapter 2: HTML Documents**

**10 Lect.**

1. Dividing the document into 2 parts.
  - ✓ Headers tags
  - ✓ Body tags
2. Paragraphs
3. Formatting
4. Elements of an HTML Document
  - ✓ Text Elements
  - ✓ Tag Elements
5. Special Character elements
6. Image tags
7. HTML Table tags
8. Lists
  - ✓ Numbered list
  - ✓ Non-Numbered lists
  - ✓ Definition lists
9. Anchor tag, Name tag etc.
10. Hyperlinks - FTP/HTTP/HTTPS
11. Links with images and buttons
12. Links to send email messages
13. Text fonts and styles
14. Background colors/images
15. Marquee Behavior
16. Forms related tags (action, method, name, input, submit etc)

## **Chapter 3: HTML Media Tags**

**5 Lect.**

1. Inserting audio files
2. Inserting video files
3. Screen control attributes
4. Media control attributes

5. HTML Object

**Chapter 4: HTML 5:**

**10 Lect.**

1. Introduction of different Web Technology
2. HTML5 Introduction
3. HTML5 New Elements
4. HTML5 Video
5. HTML5 Video/DOM
6. HTML5 Audio
7. HTML5 Drag and Drop
8. HTML5 Canvas
9. HTML5 SVG
10. HTML5 Canvas vs. SVG
11. HTML5 Geo location
12. HTML5 Web Storage
13. HTML5 App Cache
14. HTML5 Web Workers
15. HTML5 SSE
16. HTML5 Tags

**Faculty :** The classes shall be conducted by the faculty of Computer Science  
Department of R.B.N.B. College Shirampur

**Scheme of Study** : Theory - 40%, Practical - 60%

**No. of times offered in a year :** Once

## **Short Term Course In MS-Office**

**Year: 2017-2018  
Semester -II**

**Department of Computer Science  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

**About the Course**

Name of Course: Ms Office  
Duration: 33 Hrs  
Participants: 88 Students, Batch 2

### **Course Outcome:**

1. Development of basic MS Office skill.
2. Knowledge of advanced MS Word and Power point for database management.
3. Knowledge of advanced excels and access for database management.
4. It is useful for office atomization.

### **Syllabus**

#### **Chapter 1:** **3 Lect.**

1. Introduction to ms word-opening ms-word, parts of ms-word
2. Typing the text-Option to Type Text, Saving, Opening & Closing,
3. Common edit function-Selection Text, Copying Text, Moving Text & & Change Case
4. Text editing-Working with Multiple Documents, Moving around the Documents, Correcting Mistakes, Inserting Text, Insert & Type over mode, Spell Check

#### **Chapter 2:** **3 Lect.**

1. Common formatting functions-Working with Alignment, Working with Indentation, Working with Highlight, Working with Font,
2. Find & replace formatting the paragraph, special symbols & tables, Bullets & Numbering, Tables.
3. Inserting clipart & wordart, Picture & Drawing tool bar, printout, header & footer.

#### **Chapter 3:** **3 Lect.**

1. Introduction-Opening new presentation, Parts of PowerPoint window, Opening saving and closing presentations,
2. Features of PowerPoint, Background design, Word art, Clip art, Drawings,3D settings,

#### **Chapter 4:** **3 Lect.**

1. Animations, Sound, Views, types of views

2. Inserting and deleting slides, arranging slides, slides show, rehearsal, setup show, custom show
3. Creating custom presentations, action setting, auto content wizard, working with auto content wizard

**Chapter 5:**

**3 Lect.**

1. Introduction to MS-Excel, Introduction, Opening MS-Excel, Parts of MS-Excel Window.
2. Opening, Saving and Closing Workbook, Entering Data in Spreadsheet,
3. Entering Numbers, Entering Texts, Entering Date and Time, Editing Data in MS-Excel.

**Chapter 6:**

**3 Lect.**

1. Copying the Data, Moving the Data, Formatting the Data in MS-Excel, Formatting Tool bar, Drawing in MS-Excel, Drawing Tool bar, Formatting and editing the Worksheet,
2. Format cells window, Inserting Row and Column, Deleting Row and Column, Inserting Worksheet, Deleting Worksheet, Renaming Worksheet

**Chapter 7:**

**2 Lect.**

1. Formulas in MS-Excel, Creating simple formulas, Functions, Date Arithmetic, Working with Charts, Types of Charts, Inserting Charts, Formatting the Charts.

**Practical: (MS-Word)**

**3 Lect.**

1. Type a Leave Letter in MS Word Using format/style/ modify format/text, set text to reasonably large such as 18-pt.
2. Set up one table, with shading and a minimum of 3 rows and 3 columns. List your favorite TV shows in the table.
3. Create a Small advertisement by inserting some pictures
4. Create a document with header and footer
5. Create a document having two columns with page number

**Practical: (MS-PowerPoint)**

**3 Lect.**

1. Create a Power point presentation of your school (Minimum 10 Slides)
2. Insert school picture
3. Insert School name at top with Bold font
4. Create a slide for the history of the school
5. Create a slide for the achievements of your school
6. Create a slide for the upcoming events of your school

7. Create a slide for School toppers in the board exams
8. Apply transitions to all slides
9. Apply an audio sound to all slides

**Practical: (Excel)**

**4 Lect.**

1. Formatting the Date cell
2. Freeze and unfreeze the rows and columns
3. Insert and delete rows and columns
4. Create an Excel sheet for students mark sheet of 5 subjects. Calculate the average , total, pass/ fail using functions and formulas
5. Create a bar chart in Excel for year wise population status

**\* Basic Internet Knowledge \*\*\*\*\***

**Faculty : The classes shall be conducted by the faculty of Computer Science  
Department of R.B.N.B. College Shrirampur**

**Scheme of Study : Theory - 40%, Practical - 60%**

**No. of times offered in a year : Once**

# पत्राचार

जनवरी से मार्च २०१८ तक

हिंदी विभाग

रयत शिक्षण संस्था का,

रा.ब.नारायणराव बोरावके महाविद्यालय,

श्रीरामपूर जि.अहमदनगर.

## ) पत्राचार कोर्स के संबंध में:

हिंदी विभाग के द्वारा एस.वाय.बी.ए.हिंदी के छात्रों के लिये 'पत्राचार' कोर्स का आयोजन किया जाता है | छात्रों को अपने जीवन में अनेक पत्राचारों का सामना करना पड़ता है | अतः पत्र लेखन का शास्त्रशुद्ध ज्ञान न होने के कारण विविध मुसीबतें आती हैं | इस दृष्टि से पत्राचार कोर्स के द्वारा छात्रों को आवेदन पत्र, व्यावसायिक पत्र, शिकायती पत्र, औपचारिक पत्र, संपादक के नाम पत्र तथा उन्नत आलेखन में कार्यालयीन पत्र, परिपत्र, अनुरोधपत्र, कार्यवृत्त, प्रतिवेदन आदि पत्राचारों से अवगत कराया जाता है | कोर्स के अन्त में छात्रों की परीक्षा लेकर उन्हें परीक्षाफल तथा कोर्स प्रमाणपत्र भी दिए जाते हैं |

## ) उद्दिष्टः

१. छात्रों को पत्राचार की जानकारी देकर प्रशिक्षित करना
२. छात्रों को संचार माध्यमों से परिचित कराना
३. पत्राचारों का शास्त्रशुद्ध प्रारूप से परिचित कराना

## ) रोजगार के उपलब्ध अवसर

१. बैंक, डाक तथा सरकारी कार्यालयों में हिंदी अधिकारी
२. अनुवादक, स्टेनोग्राफर एवं टायपिस्ट
३. आकाशवाणी एवं दूरदर्शन कार्यालय

## ) पाठ्यक्रम

### आलेखन

अ) आवेदन पत्र :-

- १) अवकाश
- २) वेतनवृद्धि
- ३) पदोन्नति



- ४) स्थानांतरण)  
५) रिक्त पद हेतु
- आ) व्यावसायिक पत्र :-  
१) पूछताछ  
२) रूआदेश
- इ) शिकायती पत्र :-  
१) निजी  
२) सार्वजनिक
- ई) औपचारिक पत्र :-  
१) आमंत्रण  
२) बधाई  
३) धन्यवाद  
४) क्षमायाचना  
५) संवेदना
- उ) संपादक के नाम पत्र :-  
१) अपील  
२) विवरण  
३) समाचार:- किसी आयोजन का समाचार  
४) सुझाव और शिकायत

## उन्नत आलेखन (Advance Drafting)

अ) कार्यालयीन पत्र :-

- १) नियुक्ति (Appointment)  
२) आदेश (Order)

आ) परिपत्र (Circular)

इ) अनुस्मारक (Reminder)

ई) कार्यवृत्त (Minuttee)

उ) प्रतिवेदक (Report)

## । कौर्स परिणामः

हिन्दी विभाग द्वारा एस.वाय.बी.ए. के छात्रों को 'पत्राचार' कौर्स का आयोजन किया जाता है | छात्रों को अपने जीवन में अनेक प्रकार के पत्राचारों का कुशलता से प्रयोग करते हैं | अतः

पत्राचार का शास्त्रशुद्ध लेखन का ज्ञान न होने के कारण अनेक मसीबतों का सहजता से सामना करते हैं | अतः पत्राचारों के विविध प्रकारों का ज्ञान एवं कौशल्यों से छात्रों परिचित हो जाते हैं |

) **प्राध्यापक :-** १. प्रा.डॉ.अनुप दलवी

२. प्रा.बापूसाहेब थोरात

) **कोर्स का समय:-** ३० तास

) **पाठ्यक्रम आयोजन:-** थेअरी १०० प्रतिशत

) **प्रवेश शुल्क:-** २००/-

) **छात्रों की संख्या:-** ३६

) **प्रमाणपत्र:-** सहभागी सभी छात्रों को प्रमाणपत्र वितरित किये जाते हैं |

# अंशकालीन कोर्स : मुद्रित शोधन

जानेवारी ते मार्च : २०१७—२०१८

## मराठी विभाग

रयत शिक्षण संस्थेचे,  
रा. ब. नारायणराव बोरावके महाविद्यालय, श्रीरामपूर  
जिल्हा. अहमदनगर (महाराष्ट्र) भारत — ४१३७०९.

## मराठी विभाग :-

महाविद्यालयातील मराठी विभागात १९६० पासून पदवी, १९७२ पासून पदव्युत्तर अभ्यासक्रमाबरोबरच २००८ पासून एम.फिल. व २०१० पासून पीएच.डी. संशोधन केंद्र सुरू झाले आहे. आजपर्यंत विभागातील २० विद्यार्थी सावित्रीबाई फुले पुणे विद्यापीठाच्या सुवर्णपदकाचे मानकरी ठरले आहेत. ७२ विद्यार्थ्यांना एम.फिल. तर १० विद्यार्थ्यांना पीएच.डी. पदवी संशोधन केंद्रामार्फत प्राप्त झाली आहे. विभागात अनेक राष्ट्रीय, आंतरराष्ट्रीय चर्चासत्रांचे यशस्वी आयोजन केले असून विद्यार्थ्यांना केंद्रवर्ती ठेवून अनेक उपक्रमही राबविले जात आहेत. विभागातील ०४ प्राध्यापक संशोधन मार्गदर्शक म्हणून कार्यरत आहेत.

## कोर्सविषयी :-

कोणत्याही भाषेत शुध्दलेखनाचे महत्त्व अनन्यसाधारण असते. अलीकडच्या काळात वर्तमानपत्र, पुस्तके, नियतकालिके, प्रबंध इत्यादी मुद्रित व्यवसायात शुध्दलेखन तपासणे ही महत्त्वाची जबाबदारी बनलेली आहे. यादृष्टीने मराठी विषयाच्या विद्यार्थ्यांना नोकरीच्या संधी उपलब्ध व्हाव्यात आणि मुद्रित माध्यमांना चांगले प्रशिक्षित मुद्रित शोधक उपलब्ध व्हावेत. या हेतूने मराठी विभागामार्फत आम्ही 'मुद्रित शोधन' (Proff Reading) हा अंशकालीन कोर्स राबवित आहोत

## उद्दिष्टे :-

१. विद्यार्थ्यांना मुद्रित माध्यमांविषयीची माहिती व प्रशिक्षण देणे.
२. विद्यार्थ्यांची व्याकरणविषयक कौशल्ये विकसित करणे.
३. विद्यार्थ्यांना मुद्रित क्षेत्रात नोकरीच्या संधी उपलब्ध करून देणे.

## नोकरीच्या संधी व क्षेत्र :-

१. वृत्तपत्र कार्यालय.
२. नियतकालिक कार्यालय.
३. प्रिंटींग प्रेस.
४. स्वतः मुद्रित शोधक म्हणून व्यवसाय करता येतो.

**अभ्यासक्रम :- (थेअरी - ४० तास)**

१. मुद्रित शोधन : स्वरूप व संकल्पना.
२. मुद्रित शोधन : उपयोजन.
३. लेखनविषयक नियम.
४. मुद्रित शोधनाची ओळख.
५. दिलेले शब्द शुध्द स्वरूपात लिहिणे.
६. दिलेला उतारा शुध्द स्वरूपात लिहिणे.
७. दिलेला उतारा मुद्रित शोधचिन्हाच्या सहाय्याने मुद्रित करणे.

**कोर्सचे परिणाम :-**

१. वेगवेगळ्या प्रकाशन संस्थांमध्ये कामाची संधी उपलब्ध करून देण्यासाठी विद्यार्थ्यांमध्ये मुद्रित शोधन कौशल्य विकसित करणे.
२. विद्यार्थ्यांमधून नवीन बातमीदार किंवा पत्रकार निर्माण होण्यासाठी बातमी लेखनाची विविध कौशल्य विद्यार्थ्यांमध्ये विकसित करणे.
३. विद्यार्थ्यांमध्ये सामाजिक प्रश्नांवर आधारित चित्रपट किंवा पुस्तक परीक्षण करण्याची पात्रता यावी यासाठी त्यांच्यामध्ये समीक्षा कौशल्य विकसित करणे.

**शिक्षक :-**

महाविद्यालयातील शिक्षक

**कोर्स कालावधी :- ४० तास.**

**अभ्यासक्रम नियोजन :- थेअरी १०० टक्के.**

**कोर्स वार्षिक कालावधी :- एक वेळा.**

**फी :- २०० रुपये.**

**कमाल सहभागी विद्यार्थी संख्या :- ५३.**

**प्रमाणपत्र :-**

उत्तीर्ण झालेल्या सर्व विद्यार्थ्यांना प्रमाणपत्र देण्यात येते.

**Short Term course in Introduction to Basic  
Psychological Counseling**

**Academic Year 2017-2018**

**Department of Psychology  
RBNB College, Shrirampur**

## About the Course

➤ **Name of the Course** : Introduction to Basic Psychological Counseling

➤ **Duration** : Three Months

➤ **Fees (Rs.)** : 200/

➤ **Intake Capacity** : 30 Students



➤ **Objectives:**

- ) To know the students about
- ) Basic Psychological Counselling.
- ) To develop the skills of Psychological Counselling in students.
- ) To help students to acquire the knowledge about the causes, symptoms and Treatments of various types of psychological disorders.
- ) To help students to acquire the knowledge about the case study method and Psychological Therapies.
- ) To help students to acquire the knowledge about the application of psychological Therapies.
- ) To help students to acquire the knowledge about the administration of psychological

➤ **Syllabus :**

- ) Definition, Nature and objectives of Counselling, Issues in counselling, Professional
- ) Preparation of Counsellor, Psychological Testing, Various psychotherapies and its applications, School counselling, career counselling, Parent counselling, Assignments, Case
- ) Study/Family Study/Institutional Study, Presentation, Viva.

➤ **Course Outcome:**

1. To learn and develop the students skills in Psychological Counseling..
2. Understanding of the process of Psychological Counseling.
3. Career Advancement Opportunities in Counseling.

# CERTIFICATE COURSE FOR PERSONALITY DEVELOPMENT

Dec.-Feb. ( 2017-2018)

**Department of Political Science**  
**R. B. Narayanrao Borawake College, Shrirampur**  
**Dist. Ahmednagar (M.S.) India 413709**

## **About the Course:**

Personality development course is crucial to the lasting success of every organization and society. It's essential to invest in your people to develop expertise and prepare the next generation of leaders.

One goal of a Personality development program is to create leaders with a broader vision of the nation. While a person may shine as a potential leader in a current role, a well-rounded knowledge of the entire job is needed to succeed in a high-level leadership position.

## **Objectives:**

- To prepare well personality of students to achieve smart job.
- Be more proactive about self-development
- Take more control of one's career
- Pursue self-development because it is important and use it as a motivational tool for goal achievement

## **Course Outcome:**

1. Working with Others: Being more sensitive to others, handling conflict in a constructive manner, developing better relationships.



2. Personal Life: Making changes in one's personal life, primarily in the areas of balance and health

### **Syllabus:**

**UNIT I: SELF ANALYSIS** (6 H)

SWOT Analysis, Who am I, Attributes, Importance of self confidence

**UNIT- II: LEADERSHIP** (6 H)

Skills for a good leader, Assessment of leadership skills

**UNIT- III: STRESS MANAGEMENT** (6 H)

Causes of stress and its impact, How to manage stress, stress busters

**UNIT- IV: DECISION MAKING** (6 H)

Importance and necessity of Decision making, Process of Decision making, factors impacted on Decision making

**UNIT- V: PROBLEM SOLVING AND POSITIVE THINKING** (6 H)

Steps of Problem solving, Method of Problem solving, thinking Process, Importance of Positive Thinking

**Theory (30 H / Lectures):**

**Faculty : The classes shall be conducted by the faculty of Politics Department ,  
R.B.N.B. College Shrirampur**

Duration of the Course : 30 Hrs.

Scheme of Study : Theory - 100%,

No. of times offered in a year : Once

Fees : Rs. 200/-

Maximum Participants : 60 Students

**Certification:**

**All successful students shall be awarded a certificate.**

**CERTIFICATE COURSE IN TRAVEL AND TOURISM**

**December to February ( 2017-2018)**

**Department of History  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course

A travel and tourism course offers vocational training and helps you develop strong business management and communication skills, broadening your career prospects

It is relatively easy to find paid part-time work opportunities in the travel and tourism industry, since it is so large and there are so many types of visitor establishments and attractions all over the Maharashtra. The range of different working patterns available should make it easy to combine part-time work with your current study.

Voluntary work may also be a good option, especially if it means gaining experience in an area where job opportunities are scarce.

You could also consider summer work experience or spending time working in vicinity of Ahmednagar district. This could include working at holiday or theme parks, in a resort or at summer camps. This course will be helpful in widening your cultural knowledge and language abilities.

### ) Objectives

- ) Developing tourist culture
- ) Developing positive attitude towards Historical Places
- ) Developing self confidence during travelling
- ) Developing sense of cultural heritage

### Course Outcome:

1. To promote understanding of different cultures
2. To improve quality of life
3. To provide community facilities, as well as tourist facilities
4. To develop a sense of pride in traditional culture and identity.

5. Creating an employment.

**Faculty :** The classes shall be conducted by the faculty of History Department , R.B.N.B. College Shrirampur

**Duration of the Course** : 30 Hrs.

**Scheme of Study** : Theory - 100%

**No. of times offered in a year** : Once

**Fees** : Rs. 200/-

**Maximum Participants** : 60 Students

**Certification:** All successful students shall be awarded a certificate.

**Short Term Course  
Chemistry  
in  
Day to Day life**

**Diwali holiday 2015-2018**

**Department of Chemistry  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709**

## About the Course:

Department of Chemistry had organized a short term course-“Chemistry in Day-To-Day Life” during the academic year 2015. For these course maximum 67 students were admitted. Duration of the course was three months and was conducted during year.

Students learned about Properties and roles of Medicine, Agriculture, Perfumes, Cosmetics and preservatives. Student also learned about the preparation and uses of these in our daily life during these three months.

Overall syllabus framed for this course was useful with reference to our daily life. Due to this students were aware of medicines, way of avoiding food spoilage, Uses of cosmetics, use of various insecticide and fungicide. Most of the students got some useful information about the use of chemistry in our life. This course has been started in their interest.

### Objectives:

After reading this course you will be able to: -

To understand the science involved in Medicine, Agriculture, Perfumes, and Cosmetics and preservatives.

### Job Opportunities:

Self employment: Running a small scale industry or production unit manufacturing various Cosmetics industry, Pharmaceutical industry.

Running hobby /demonstration classes 2. Wage employment: Purchase assistant, production supervisor, assistant quality control supervisor;

Technical assistant; laboratory assistant, in dairy industry, carrying centers.

Instructor for in schools, colleges, ITI's and Polytechnics. Sales representative of food industries.

### Syllabus:

#### 1) Domestic Chemicals:

Alcohols, Baking Powder, Battery acid, Bleach Laundry,

Chalk, Formalin, Moth Balls, Salt, Sugar, Vinegar, Vitamin-C, Phenols, Washing soda, Glycerin, Marble, Polyethylene, Hypochlorite

## 2) Medicines:

- a) **Antipyretics:** - Aspirin, Paracetamol.
- b) **Antioxidant:** - Magnesium oxide, Aluminum Oxide.
- c) **Anti-inflammatory:** - Ibuprofen, Combiflame, Dichlorofenac sodium.
- d) **Antibiotics:** - Penicillin, Ceprozine
- e) **Stimulants:** - Morphine, Tobacco, Steroids

## 3) Agriculture:

- a) **Insecticides:** - Agent for controlling harmful insect, pests that damage field crops, Organophosphates and Carbamates.
- b) **Fungicides:** - Agent for controlling disease that damage field crops.
- c) **Insect Fungicide:** - Agent that simultaneously control harmful insect, pests and disease that damage field crops, Copper hydroxide, Copper sulphates and Phosphorus acids.
- d) **Herbicides:** - Agent for controlling weeds. Buster, Glycoside.
- e) **Rodenticides:** - Agent for controlling rats and other rodents. Coumarines, Zinc Phosphates, Barium Carbonates.
- f) **Plant Growth regulators:** - Abscisic acid, Auxins, Cytokines

## 4) Perfumery:

Acetone, Benzaldehyde, Benzyl alcohol, Camphor, Ethanol, Ethyl acetate, Pinene, Limonene, Benzyl acetate, Coumarins, Benzyl Benzoate and essential oils, Sandalwood oil, Musk Xylene.



## 5) Cosmetics:

### a) **Foundation:** -

Animal fat, Starch and Tin oxide, Silicones or mineral base in cream liquid, pressed powder, loose powder or mineral form.

### b) **Lipstick:** - Iron oxide, Castor oil, colors.

c) **Deodorants:** - Aluminum Chloride, Aluminum Chlorohydrate and Potash alum.

### d) **Other chemicals used:** -

Sodium hydroxide, Tri-ethanol amine, Lauryl alcohol, Dodecanol, Alkyl benzoate.

## 6) Preservatives:

Benzoic acid sodium borate, Nitrite, Nitrate, Sorbic acid, Sulphur dioxide, Phenols, Ascorbic acid, Potassium sorbate, Calcium dihydrogen phosphate, Lactic acid, Halamycin, BHA, Propylamine, Calcium silicate.

# **Short Term course in French Language**

**Academic Year 2017-2018**

**Department of Psychology,  
R. B. Narayanrao Borawake College, Shrirampur  
Dist. Ahmednagar (M.S.) India 413709.**

## About the Course:

- **Name of the Course** : Short Term course in French Language
- **Duration** : Three Months
- **Fees (Rs.)** : 500/-.
- **Intake Capacity** : 30 Students

- **Objective:**

- ) To know the students about basic French Language.
- ) To help students to acquire the knowledge about the French Language and grammar.
- ) To develop communication skills of French Language in the students.
- ) To help students to acquire the knowledge about the application of French language in day today life.

- **Job Opportunities:**

- ) Course will help student while working in MNC.
- ) They can start own classes.
- ) They can get job in Tourism sector.
- ) They will work for translator.
- ) They can work as Mediator.

- **Syllabus :**

What's different in French language? Basic tips and patterns, Verbs in the various tense, Verb variations and irregular verbs, Imperatives, Questions, Noun and gender, Plural of nouns, Introduction, Project, Alphabets, Numbers 1-99,999, Articles-Definite, Articles Indefinite, Day and months of years, Personal pronouns, To be, To have, Prepositions, ER verbs, RE verbs, IR verbs, Greeting, Colors, Direction, Time, Season, Introduction Yourself, Introduce others, In market, In restaurant, Listening, Negation, Conversation, Test, Exam.

➤ **Course Outcome:**

1. To learn and develop the students communication skills in basic French language.
2. Understanding of the foreign language culture.
3. Career Advancement Opportunities.

# Skill Development Course

## A COURSE IN PERSONALITY DEVELOPMENT

**S**uccess is a Journey and it is not the destination. Disappointments, Rejections, Unsuccessful attempts and Criticisms are not failures to the Successful people. Failures are the **P**art of success.

**W**inners use failures as stepping stones to success.

**T**his is the only difference between people who win and people who don't! ”

**R. B. Narayanrao Borawake College, Shrirampur**

# SYLLABUS

## **UNIT- I Introduction to Personality Development**

The concept of personality - Dimensions of personality – Theories of Freud & Erickson- Significance of personality development. The concept of success and failure: What is success? - Hurdles in achieving success - Overcoming hurdles - Factors responsible for success – What is failure - Causes of failure. SWOT analysis.

## **UNIT -II Attitude & Motivation**

Attitude - Concept - Significance - Factors affecting attitudes - Positive attitude – Advantages – Negative attitude- Disadvantages - Ways to develop positive attitude - Differences between personalities having positive and negative attitude. Concept of motivation - Significance – Internal and external motives - Importance of self- motivation- Factors leading to de-motivation

## **UNIT- III Self-esteem**

Term self-esteem - Symptoms - Advantages - Do's and Don'ts to develop positive self-esteem – Low self- esteem - Symptoms - Personality having low self esteem - Positive and negative self esteem. Interpersonal Relationships – Defining the difference between aggressive, submissive and assertive behaviours - Lateral thinking.

## **UNIT- IV Other Aspects of Personality Development**

Body language - Problem-solving - Conflict and Stress Management - Decision-making skills - Leadership and qualities of a successful leader – Character building -Team-work – Time management - Work ethics –Good manners and etiquette.

## **UNIT- V Employability Quotient**

Resume building- The art of participating in Group Discussion – Facing the Personal (HR & Technical) Interview -Frequently Asked Questions - Psychometric Analysis - Mock Interview Sessions.

**Total: 45 Periods**

### **Text Books:**

1. Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGraw Hill.
2. Stephen P. Robbins and Timothy A. Judge (2014), *Organizational Behavior 16th Edition:* Prentice Hall.

### **Reference Books:**

1. Andrews, Sudhir. How to Succeed at Interviews. 21st (rep.) New Delhi. Tata McGraw-Hill 1988.

2. Heller, Robert. Effective leadership. Essential Manager Series. Dk Publishing, 2002
3. Hindle, Tim. Reducing Stress. Essential Manager Series. Dk Publishing, 2003
4. Lucas, Stephen. Art of Public Speaking. New Delhi. Tata - Mc-Graw Hill. 2001
5. Mile, D.J Power of positive thinking. Delhi. Rohan Book Company, (2004).
6. Pravesh Kumar. All about Self- Motivation. New Delhi. Goodwill Publishing House. 2005.
7. Smith, B . Body Language. Delhi: Rohan Book Company. 2004



RAYAT SHIKSHAN SANSTHA'S

# R. B. Narayanrao Borawake College

SHRIRAMPUR, DIST. AHMEDNAGAR - 413 709, (M.S.)

(Re-accredited by NAAC with "A" grade)

(ISO : 9001:2008 certified)

UGC Sponsored Career Oriented Course

On

## RAINWATER HARVESTING CERTIFICATE



ज्ञान-विद्यान विद्युवते



This is to certify that Mr./Mrs./Miss Dhane Omkar Somnath of  
T.Y.B.A Class has successfully completed the Certificate / Diploma / Advanced Diploma  
Course in Rainwater Harvesting in the Department of Geography from 20 June to 20 March  
and has secured B Grade.

Dr. Sunil Cholke  
Coordinator

Dr. K. H. Shinde  
Principal

Certificate No. 2017-15-4 Date 5-04-18

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Rayat Shikshan Sanstha's

# R. B. NARAYANRAO BORAWAKE COLLEGE, SHRIRAMPUR

DIST- AHMEDNAGAR -413709



"Career Oriented Course"



## Certificate

This is to certify that Miss / Mrs. / Mr. Gosawi Milind Radhakishan  
Class F.Y. B.Sc. of this College has successfully completed the "Career Oriented Course"  
(Diploma) in Dairy science in the department of chemistry from  
15/11/2013 to 25/12/2013 and has secured B Grade.

Course Coordinator

Chairman

Principal,  
R.B.Narayanrao Borawake College,  
Shrirampur

Place- Shrirampur Date: 30/12/2013



"Education Through Self-Help Is Our Motto"

KARMAVEER VIDYA PRABODHINI, RAYAT SHIKSHAN SANSTHA, SATARA &  
**R. B. NARAYANRAO BORAWAKE COLLEGE, SHRIRAMPUR**  
DIST- AHMEDNAGAR - 413709



**SHORT TERM COURSE**



# Certificate

This is to certify that Miss /Mrs. /Mr. Bodke Priti Vitthal  
Class S.Y.B.A. of this College has successfully completed the **Short Term Course**  
in Advanced Surveying in the department of Geography  
from 20/12/2014 to 20/2/2015 and has Secured B Grade.

Kate F

Course Coordinator

[Signature]

Chairman

[Signature]

Executive Director  
Karmaveer Vidya Prabodhini,  
Rayat Shikshan Sanstha, Satara

[Signature]

Principal,  
R.B.N.B. College,  
Shrirampur

Place- Shirampur

Date- 21/4/2015

**PMKVY**  
प्रवाजसंगी कौशल विकास योजना

  
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# Certificate

This is to certify that  
Ms. Prital Ashok Gondkar D/O Ashok Gondkar (AadhaarNo - 407087104250)  
has successfully cleared the assessment for the role of  
Assistant Hair Stylist (QP No. - BWS/Q0201)  
conforming to National Skill Qualifications Framework Level-3

Date of Issuance 07-10-2016

System Identification Number  
728226277079336704

[Signature]

VANDANA LUTHRA  
Chairperson  
Beauty & Wellness Sector Skill Council

Issued by: Rahul Dasgupta

Institution Name: Globsyn Skills Development (P) Ltd.

Signature: [Signature]



(253)80070467023750000140948  
[www.nsdindia.org/pbsecure](http://www.nsdindia.org/pbsecure)



# Certificate

This is to certify that

Ms. Yogita Balasaheb Chavhan D/O Balasaheb Chavan (AadhaarNo - 894316791277)  
has successfully cleared the assessment for the role of  
Consignment Booking Assistant (QP No. - LSC/Q1120)  
conforming to National Skill Qualifications Framework Level-3

Date of issuance 19-10-2016

System Identification Number  
597326437015956736

Issued by Rahul Dasgupta

Institution Name Globsyn Skills Development (P) Ltd.

Signature [Handwritten Signature]



[Handwritten Signature]  
Mr.R.Dinesh  
Chairman  
Logistics Sector Skill Council



(253)89070467027020000190226  
www.nsdindia.org/pbsecure

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DIST- AHMEDNAGAR -413709



**"Career Oriented Course"**



# Certificate

This is to certify that Miss / Mrs. / Mr. Gaware Swapnil Bhagwan.

Class F.Y.B.Sc. of this College has successfully completed the "Career Oriented Course"

(Diploma) in Dairy Science in the department of Chemistry from

05/11/2015 to 06/01/2016 and has secured A Grade.

  
Course Coordinator

  
Chairman

  
Principal,  
R.B.Narayanrao Borawake College,  
Shrirampur

Place- Shrirampur Date: 10/01/2016

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**R. B. NARAYANRAO BORAWAKE COLLEGE, SHRIRAMPUR**

DIST- AHMEDNAGAR -413709



**"Career Oriented Course"**



# Certificate

This is to certify that Miss / Mrs. / Mr. Deshmukh Anushree Jitendra

Class F.Y.B.Sc of this College has successfully completed the "Career Oriented Course"

(Certificate) in Dairy science in the department of chemistry from

16/11/2014 to 30/01/2015 and has secured D Grade.

  
Course Coordinator

  
Chairman

  
Principal,  
R.B.Narayanrao Borawake College,  
Shrirampur

Place- Shrirampur Date: 02/02/2015



RAYAT SHIKSHAN SANSTHA'S

## R. B. Narayanrao Borawake College

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**RAINWATER HARVESTING**  
**CERTIFICATE**



This is to certify that Mr./Mrs./Miss Aage Somnath Bhanudas of  
F.Y.B.A Class has successfully completed the Certificate / ~~Diploma~~ / ~~Advanced Diploma~~  
Course in Rainwater Harvesting in the Department of Geography from 20 June 2016 to 20 March 2016  
and has secured 0 Grade.

Dr. Sunil Cholke  
Coordinator

Dr. K. H. Shinde  
Principal

Certificate No. 2016-1 Date 5-4-2016



RAYAT SHIKSHAN SANSTHA'S

## R. B. Narayanrao Borawake College

SHRIRAMPUR, DIST. AHMEDNAGAR - 413 709, (M.S.)  
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(ISO : 9001:2008 certified)



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On  
**RAINWATER HARVESTING**  
**CERTIFICATE**



This is to certify that Mr./Mrs./Miss Autade Shubham Anil of  
S.Y.B.A Class has successfully completed the ~~Certificate~~ / ~~Diploma~~ / ~~Advanced Diploma~~  
Course in Rainwater Harvesting in the Department of Geography from 20 June 2017 to 20 March 2018  
and has secured B Grade.

Dr. Sunil Cholke  
Coordinator

Dr. K. H. Shinde  
Principal

Certificate No. 2018/2 Date 5-4-2018