

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

NEP Vocational Class 9



LAPT — London Academy of Professional Training

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AT A GLANCE

AWARD	Certificate
ASSESSMENT	2100 marks — 1260 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Agriculture

5 chapters · 30 classes100 marks

• 1 Unit 1 — Introduction to Agriculture and Rural Economy — 6 classes

› 1.1 Explore the Basics of Agriculture and Its Importance

› 1.2 Identify Key Components of the Rural Economy

› 1.3 Examine Different Types of Agricultural Practices

› 1.4 Analyze the Role of Technology in Modern Agriculture

› 1.5 Discuss Sustainable Agriculture and Its Benefits

› 1.6 Create a Simple Business Plan for a Small Farm

• 2 Unit 2 — Soil Science — Types, Properties and Preparation — 6 classes

› 2.1 Identify Different Types of Soil and Their Characteristics

› 2.2 Explore the Physical Properties of Soil: Composition and Texture

› 2.3 Examine the Chemical Properties of Soil: Nutrients and pH Balance

› 2.4 Investigate Biological Properties of Soil: Microorganisms and Organic Matter

› 2.5 Demonstrate Soil Preparation Techniques for Effective Agriculture

› 2.6 Apply Soil Knowledge to Create a Sustainable Agriculture Plan

• 3 Unit 3 — Crop Production and Irrigation Methods — 6 classes

› 3.1 Identify Different Types of Crops for Sustainable Agriculture

› 3.2 Understand Soil Composition and Its Importance in Crop Growth

› 3.3 Explore Traditional and Modern Irrigation Techniques

› 3.4 Analyze the Impact of Climate on Crop Production

› 3.5 Implement Effective Crop Rotation Strategies

› 3.6 Evaluate Water Management Practices for Irrigation Efficiency

• 4 Unit 4 — Agricultural Tools, Equipment and Safety — 6 classes

› 4.1 Identify and Classify Common Agricultural Tools

› 4.2 Demonstrate Proper Use of Hand Tools in Agriculture

› 4.3 Explore Essential Safety Practices When Using Equipment

› 4.4 Understand Maintenance Techniques for Agricultural Tools

› 4.5 Evaluate the Role of Technology in Modern Agriculture Tools

› 4.6 Conduct a Safety Audit for Agricultural Equipment Usage

• 5 Unit 5 — Farm Management and Agricultural Marketing Basics — 6 classes

› 5.1 Identify Key Components of Farm Management

› 5.2 Analyze Agricultural Markets and Trends

› 5.3 Develop a Basic Farm Business Plan

› 5.4 Evaluate Cost-Effective Crop Production Strategies

› 5.5 Implement Effective Marketing Techniques for Farmers

› 5.6 Assess Financial Risks and Opportunities in Agriculture

• 1 Unit 1 — Introduction to Apparel and Fashion Industry — 6 classes

- › 1.1 Explore the Evolution of Apparel and Fashion Trends
- › 1.2 Identify Key Components of the Apparel Industry
- › 1.3 Understand the Role of Fashion Designers and Creative Professionals
- › 1.4 Examine the Supply Chain in the Apparel Industry
- › 1.5 Analyze Consumer Behavior in Fashion Choices
- › 1.6 Create a Personal Fashion Concept Board

• 2 Unit 2 — Fabric Types, Textile Properties and Selection — 6 classes

- › 2.1 Identify Different Fabric Types and Their Uses
- › 2.2 Explore Natural vs. Synthetic Fibers
- › 2.3 Analyze the Properties of Common Textiles
- › 2.4 Compare Fabric Durability and Care Requirements
- › 2.5 Select Appropriate Fabrics for Specific Apparel Projects
- › 2.6 Evaluate Fabric Performance in Real-life Scenarios

• 3 Unit 3 — Basic Stitching and Sewing Machine Operation — 6 classes

- › 3.1 Identify and Understand Basic Sewing Tools
- › 3.2 Demonstrate Proper Threading Techniques for Sewing Machines
- › 3.3 Practice Making Basic Hand Stitches
- › 3.4 Explore Sewing Machine Functions and Settings
- › 3.5 Execute Simple Machine Stitches on Fabric Samples
- › 3.6 Create a Finished Sample Project Using Basic Stitches

• 4 Unit 4 — Garment Construction — Cutting, Stitching, Finishing — 6 classes

- › 4.1 Understand Fabric Types and Their Properties
- › 4.2 Master the Techniques of Pattern Making
- › 4.3 Implement Accurate Measuring and Cutting Skills
- › 4.4 Explore Basic Stitching Techniques and Hand Stitches
- › 4.5 Apply Machine Stitching Methods for Seam Construction
- › 4.6 Finish Garments with Proper Hemming and Detailing

• 5 Unit 5 — Fashion Fundamentals and Career Pathways — 6 classes

- › 5.1 Explore Fashion Terminology and Key Concepts
- › 5.2 Analyze Historical Fashion Trends and Their Impact
- › 5.3 Identify Different Fashion Career Pathways and Roles
- › 5.4 Assess Personal Skills and Interests for Fashion Careers
- › 5.5 Develop a Personal Fashion Career Action Plan
- › 5.6 Present a Fashion Portfolio: Skills and Future Goals

• 1 Unit 1 — Introduction to AI and Its Real-World Applications — 6 classes

- › 1.1 Define Artificial Intelligence and Its Key Concepts
- › 1.2 Explore the History and Evolution of AI Technology
- › 1.3 Identify Different Types of AI: Narrow vs. General AI
- › 1.4 Examine AI Technologies: Machine Learning and Deep Learning
- › 1.5 Investigate Real-World Applications of AI in Various Industries
- › 1.6 Analyze Ethical Considerations and Future Trends in AI

• 2 Unit 2 — AI Values — Ethics, Bias and Inclusivity — 6 classes

- › 2.1 Define and Discuss Ethics in Artificial Intelligence
- › 2.2 Identify Examples of Bias in AI Systems
- › 2.3 Explore the Impact of AI Bias on Society
- › 2.4 Analyze Case Studies of Ethical Dilemmas in AI
- › 2.5 Develop Strategies for Ensuring Inclusivity in AI
- › 2.6 Create a Presentation on Ethical AI Practices

• 3 Unit 3 — Data and Data Literacy — Understanding Datasets — 6 classes

- › 3.1 Identify Different Types of Data in Datasets
- › 3.2 Explore Data Sources and Their Relevance
- › 3.3 Understand Data Structure and Formats
- › 3.4 Analyze Data Quality and Integrity
- › 3.5 Visualize Datasets Using Graphical Techniques
- › 3.6 Apply Data Literacy Skills to Real-World Scenarios

• 4 Unit 4 — Machine Learning — Supervised and Unsupervised Introduction — 6 classes

- › 4.1 Identify the Key Concepts of Machine Learning
- › 4.2 Differentiate Between Supervised and Unsupervised Learning
- › 4.3 Explore Real-world Applications of Supervised Learning
- › 4.4 Examine Real-world Applications of Unsupervised Learning
- › 4.5 Implement a Simple Supervised Learning Model
- › 4.6 Analyze Data Patterns Using Unsupervised Learning Techniques

• 5 Unit 5 — AI Project Cycle — Planning, Building and Evaluating — 6 classes

- › 5.1 Define the AI Project Cycle: Understand Key Stages
- › 5.2 Identify Project Goals: Setting Clear Objectives for AI
- › 5.3 Gather and Analyze Data: Essential Steps in Planning
- › 5.4 Design and Develop the AI Model: Building Basics
- › 5.5 Test and Validate the AI System: Ensuring Reliability
- › 5.6 Review and Reflect: Evaluating Project Outcomes

• 1 Unit 1 — Introduction to the Automobile Industry — 6 classes

- › 1.1 Explore the History of the Automobile Industry
- › 1.2 Identify Key Components of Automobile Systems
- › 1.3 Analyze the Different Types of Vehicles and Their Uses
- › 1.4 Examine the Role of Technology in Automotive Innovation
- › 1.5 Discuss Environmental Impact and Sustainability in Automobiles
- › 1.6 Apply Basic Maintenance Skills for Automotive Care

• 2 Unit 2 — Automotive Components and Vehicle Systems — 6 classes

- › 2.1 Identify Key Automotive Components and Their Functions
- › 2.2 Explore Engine Types and Their Operating Principles
- › 2.3 Analyze the Role of Transmission Systems in Vehicle Performance
- › 2.4 Understand the Importance of Suspension Systems for Vehicle Stability
- › 2.5 Examine Brake Systems and Their Impact on Safety
- › 2.6 Apply Knowledge by Assessing Component Integration in a Vehicle

• 3 Unit 3 — Engine Fundamentals and Safety Practices — 6 classes

- › 3.1 Identify Key Engine Components and Their Functions
- › 3.2 Explain the Principles of Engine Operation
- › 3.3 Demonstrate Proper Engine Maintenance Techniques
- › 3.4 Assess the Importance of Safety Practices in Engine Work
- › 3.5 Analyze Common Engine Problems and Troubleshooting Steps
- › 3.6 Apply Engine Diagnosis Techniques Using Safety Protocols

• 4 Unit 4 — Workshop Tools, Equipment and Safety — 6 classes

- › 4.1 Identify Common Workshop Tools and Their Uses
- › 4.2 Understand the Importance of Correct Tool Handling
- › 4.3 Explore Workshop Equipment: Types and Functions
- › 4.4 Demonstrate Safe Practices When Using Hand Tools
- › 4.5 Apply Safety Guidelines in Workshop Environment
- › 4.6 Conduct a Risk Assessment for Workshop Activities

• 5 Unit 5 — Basic Vehicle Maintenance and Servicing — 6 classes

- › 5.1 Identify Essential Vehicle Maintenance Tools
- › 5.2 Understand the Importance of Regular Oil Changes
- › 5.3 Check and Maintain Tire Pressure and Tread Depth
- › 5.4 Inspect and Replace Worn Brake Pads
- › 5.5 Perform Basic Fluid Checks: Coolant, Brake, and Transmission
- › 5.6 Create a Personal Vehicle Maintenance Schedule

• 1 Unit 1 — Introduction to the Indian Banking System — 6 classes

- › 1.1 Identify Key Features of the Indian Banking System
- › 1.2 Explore the Role of Reserve Bank of India in Banking
- › 1.3 Differentiate Between Types of Banks Operating in India
- › 1.4 Analyze Services Offered by Commercial Banks
- › 1.5 Examine the Importance of Banking Regulation and Supervision
- › 1.6 Assess the Impact of Technology on Modern Banking Practices

• 2 Unit 2 — Types of Bank Accounts and Banking Services — 6 classes

- › 2.1 Identify and Describe Different Types of Bank Accounts
- › 2.2 Explore the Features and Benefits of Savings Accounts
- › 2.3 Examine Current Accounts: Uses and Advantages
- › 2.4 Understand Fixed Deposits: Benefits and Conditions
- › 2.5 Analyze Services Offered by Banks: Loans and Mortgages
- › 2.6 Apply Knowledge to Choose the Right Bank Account for Your Needs

• 3 Unit 3 — Insurance Products and Policy Basics — 6 classes

- › 3.1 Understand the Importance of Insurance in Daily Life
- › 3.2 Identify Different Types of Insurance Products
- › 3.3 Explore Key Terminology in Insurance Policies
- › 3.4 Analyze the Components of an Insurance Policy
- › 3.5 Evaluate the Factors Influencing Insurance Premiums
- › 3.6 Apply Knowledge by Comparing Insurance Policy Options

• 4 Unit 4 — Negotiable Instruments and Financial Documents — 6 classes

- › 4.1 Understand the Concept of Negotiable Instruments
- › 4.2 Identify Different Types of Negotiable Instruments
- › 4.3 Explore the Legal Framework Governing Negotiable Instruments
- › 4.4 Analyze the Common Uses of Cheques in Banking
- › 4.5 Create and Endorse a Sample Cheque
- › 4.6 Evaluate Risks and Benefits of Using Financial Documents

• 5 Unit 5 — Digital Banking and Mobile Finance Transactions — 6 classes

- › 5.1 Understanding Digital Banking: Key Concepts and Features
- › 5.2 Exploring Mobile Finance: Apps and Platforms Overview
- › 5.3 Setting Up Digital Banking Accounts: Step-by-Step Guide
- › 5.4 Conducting Secure Mobile Transactions: Best Practices
- › 5.5 Identifying and Avoiding Online Banking Scams
- › 5.6 Evaluating the Future of Digital Banking and Mobile Finance

• 1 Unit 1 — Introduction to Beauty and Wellness Industry — 6 classes

- › 1.1 Explore the Scope of the Beauty and Wellness Industry
- › 1.2 Identify Key Trends Influencing Beauty and Wellness
- › 1.3 Understand the Importance of Personal Grooming
- › 1.4 Analyze Different Career Opportunities in the Sector
- › 1.5 Discover Essential Skills for Success in Beauty and Wellness
- › 1.6 Create a Personal Development Plan for a Career in Beauty and Wellness

• 2 Unit 2 — Skincare — Skin Types, Analysis and Treatments — 6 classes

- › 2.1 Identify Different Skin Types: An Overview
- › 2.2 Conduct Skin Analysis: Tools and Techniques
- › 2.3 Recognize Common Skin Concerns: Causes and Symptoms
- › 2.4 Explore Skincare Ingredients: Matching Ingredients to Skin Types
- › 2.5 Develop Personalized Skincare Routines: Step-by-Step Guide
- › 2.6 Apply Skincare Treatments: Best Practices for Application

• 3 Unit 3 — Hair Care — Types, Washing and Basic Services — 6 classes

- › 3.1 Identify Different Hair Types and Textures
- › 3.2 Explore the Importance of Hair Care in Wellness
- › 3.3 Demonstrate Proper Hair Washing Techniques
- › 3.4 Examine Common Hair Care Products and Their Uses
- › 3.5 Provide Basic Hair Services: Trimming and Styling
- › 3.6 Create a Personalised Hair Care Routine

• 4 Unit 4 — Salon Operations and Client Communication — 6 classes

- › 4.1 Understand Salon Layout and Design Principles
- › 4.2 Identify Essential Salon Equipment and Tools
- › 4.3 Explore Salon Standards and Hygiene Practices
- › 4.4 Develop Effective Client Communication Strategies
- › 4.5 Practice Active Listening Techniques for Client Consultations
- › 4.6 Create a Client Feedback and Follow-up System

• 5 Unit 5 — Safety, Hygiene and Professional Ethics in Beauty — 6 classes

- › 5.1 Identify Essential Safety and Hygiene Practices in Beauty Treatments
- › 5.2 Demonstrate Proper Handwashing Techniques for Salon Settings
- › 5.3 Explore Personal Protective Equipment (PPE) and Its Importance in Beauty Services
- › 5.4 Assess Common Hazards and Risks in a Beauty Salon Environment
- › 5.5 Explain Professional Ethics and Client Confidentiality in Beauty Services
- › 5.6 Create a Safety and Hygiene Checklist for a Beauty Treatment Procedure

• 1 Unit 1 — Introduction to Data Science and Its Applications — 6 classes

- › 1.1 Explore the Definition and Scope of Data Science
- › 1.2 Identify Key Roles and Skills in Data Science
- › 1.3 Examine Data Collection Methods and Sources
- › 1.4 Analyze Data Processing Techniques and Tools
- › 1.5 Investigate Real-World Applications of Data Science
- › 1.6 Discuss Ethical Considerations in Data Science

• 2 Unit 2 — Understanding Data — Types, Sources and Formats — 6 classes

- › 2.1 Identify Different Types of Data
- › 2.2 Explore Primary vs Secondary Data Sources
- › 2.3 Distinguish Between Qualitative and Quantitative Data
- › 2.4 Analyze Data Formats: Structured vs Unstructured
- › 2.5 Assess Reliability of Data Sources
- › 2.6 Apply Data Selection Techniques for Projects

• 3 Unit 3 — Data Collection, Cleaning and Organisation — 6 classes

- › 3.1 Identify Different Sources of Data for Collection
- › 3.2 Explore Techniques for Effective Data Collection
- › 3.3 Apply Data Cleaning Methods to Remove Inaccuracies
- › 3.4 Standardise Data Formats for Consistency
- › 3.5 Organise Data Using Appropriate Structures and Tools
- › 3.6 Assess and Evaluate Organised Data for Analysis Readiness

• 4 Unit 4 — Data Visualisation Using Spreadsheets and Charts — 6 classes

- › 4.1 Understand Data Types for Effective Visualization
- › 4.2 Create Simple Charts Using Spreadsheet Software
- › 4.3 Enhance Charts with Titles, Labels, and Legends
- › 4.4 Utilize Conditional Formatting for Data Insight
- › 4.5 Explore Advanced Chart Types for Complex Data
- › 4.6 Apply Data Visualization Skills through a Project

• 5 Unit 5 — Basic Statistics — Mean, Median, Mode and Interpretation — 6 classes

- › 5.1 Define and Explain the Concept of Mean
- › 5.2 Calculate the Mean in Data Sets
- › 5.3 Introduce and Differentiate Median from Mean
- › 5.4 Calculate the Median in Various Data Sets
- › 5.5 Understand Mode and Its Importance in Data Analysis
- › 5.6 Apply Mean, Median, and Mode to Real-Life Scenarios

• 1 Unit 1 — Introduction to Design Thinking — The 5-Stage Model

• 2 Unit 2 — Empathy — Understanding Users and Their Needs

• 3 Unit 3 — Problem Definition and Creative Ideation Techniques

• 4 Unit 4 — Rapid Prototyping — Building Low-Fidelity Solutions

• 5 Unit 5 — Testing, Feedback and Design Project Presentation

• 1 Unit 1 — Introduction to Electronics — Components and Symbols

— 6 classes

- › 1.1 Identify Common Electronic Components
- › 1.2 Understand the Function of Resistors and Capacitors
- › 1.3 Explore the Role of Diodes and Transistors
- › 1.4 Interpret Circuit Diagrams and Component Symbols
- › 1.5 Investigate Series and Parallel Configurations
- › 1.6 Apply Knowledge to Create Basic Circuits

• 2 Unit 2 — Basic Electronic Circuits and Breadboard Prototyping

6 classes

- › 2.1 Identify Components in Basic Electronic Circuits
- › 2.2 Understand Ohm's Law in Circuit Design
- › 2.3 Learn to Use a Breadboard for Prototyping
- › 2.4 Create a Simple Series Circuit on a Breadboard
- › 2.5 Analyze Circuit Behavior with Multimeters
- › 2.6 Design a Basic Electronic Circuit for a Practical Application

• 3 Unit 3 — Soldering Techniques and Safe Practices

— 6 classes

- › 3.1 Identify Essential Soldering Tools and Equipment
- › 3.2 Understand Soldering Materials and Their Properties
- › 3.3 Demonstrate Safe Practices in Soldering Setup
- › 3.4 Execute Basic Through-Hole Soldering Techniques
- › 3.5 Apply Surface Mount Soldering Methods Effectively
- › 3.6 Troubleshoot Common Soldering Issues and Solutions

• 4 Unit 4 — PCB Basics and Circuit Assembly

— 6 classes

- › 4.1 Identify Components on a PCB
- › 4.2 Understand PCB Layout Basics
- › 4.3 Explore Schematic Diagrams for Circuit Design
- › 4.4 Learn the PCB Fabrication Process
- › 4.5 Assemble a Basic Circuit on a PCB
- › 4.6 Test and Troubleshoot Your Assembled Circuit

• 5 Unit 5 — Hardware Troubleshooting — Identify and Fix Faults

— 6 classes

- › 5.1 Identify Common Hardware Faults in Electronic Devices
- › 5.2 Diagnose Issues Using Basic Troubleshooting Techniques
- › 5.3 Utilize Diagnostic Tools for Hardware Testing
- › 5.4 Analyze Symptoms to Determine Underlying Problems
- › 5.5 Repair Minor Hardware Issues: Step-by-Step Guide
- › 5.6 Evaluate Repair Outcomes and Implement Preventive Measures

• 1 Unit 1 — Introduction to the Food Production Industry

— 6 classes

- › 1.1 Explore the History of the Food Production Industry
- › 1.2 Identify Key Sectors in the Food Production Supply Chain
- › 1.3 Understand the Role of Food Safety Regulations
- › 1.4 Analyze Different Types of Food Production Systems
- › 1.5 Examine Current Trends and Innovations in Food Production
- › 1.6 Apply Knowledge to Develop a Simple Food Production Plan

• 2 Unit 2 — Food Hygiene, Kitchen Safety and FSSAI Basics

— 6 classes

6 classes

- › 2.1 Identify Key Principles of Food Hygiene
- › 2.2 Recognize Common Kitchen Safety Hazards
- › 2.3 Apply Proper Handwashing Techniques in Food Preparation
- › 2.4 Implement Safe Food Storage Practices
- › 2.5 Understand FSSAI Guidelines and Regulations
- › 2.6 Evaluate Real-Life Scenarios for Food Safety Compliance

• 3 Unit 3 — Cooking Methods — Moist, Dry and Combination Heat

— 6 classes

6 classes

- › 3.1 Explore Moist Cooking Techniques and Their Benefits
- › 3.2 Investigate Dry Cooking Methods and Their Applications
- › 3.3 Understand Combination Cooking Methods and Their Unique Features
- › 3.4 Compare and Contrast Moist vs. Dry Cooking Methods
- › 3.5 Experiment with Simple Recipes Using Moist and Dry Techniques
- › 3.6 Create a Dish Utilizing Combination Cooking Methods

• 4 Unit 4 — Vegetarian and Non-Vegetarian Food Preparations

— 6 classes

6 classes

- › 4.1 Explore the Basics of Vegetarian and Non-Vegetarian Diets
- › 4.2 Identify Key Ingredients for Vegetarian Dishes
- › 4.3 Discover Essential Ingredients for Non-Vegetarian Dishes
- › 4.4 Demonstrate Basic Cooking Techniques for Vegetarian Recipes
- › 4.5 Apply Cooking Techniques in Non-Vegetarian Food Preparations
- › 4.6 Compare and Contrast Nutritional Benefits of Vegetarian vs Non-Vegetarian Meals

• 5 Unit 5 — Bakery Fundamentals and Food Presentation

— 6 classes

- › 5.1 Explore Basic Ingredients for Baking Success
- › 5.2 Understand Baking Techniques and Methods
- › 5.3 Master Common Bakery Equipment and Tools
- › 5.4 Create Simple Doughs: Bread and Pastry Fundamentals
- › 5.5 Discover Principles of Food Presentation in Bakery
- › 5.6 Design and Present Your Own Bakery Item Creatively

• 1 Unit 1 — Introduction to the Hotel Industry and Front Office — 6

classes

- › 1.1 Define the Key Components of the Hotel Industry
- › 1.2 Identify Different Types of Hotels and Their Services
- › 1.3 Explore the Role of the Front Office in Hotel Operations
- › 1.4 Describe Front Office Organizational Structure and Key Positions
- › 1.5 Analyze Customer Service Techniques in Front Office Operations
- › 1.6 Demonstrate Effective Communication Skills in a Front Office Scenario

• 2 Unit 2 — Reservation Systems and Booking Procedures — 6

classes

- › 2.1 Define Key Terms in Reservation Systems
- › 2.2 Explore Different Types of Reservation Systems
- › 2.3 Identify Steps in the Booking Process
- › 2.4 Examine Technology Used in Booking Procedures
- › 2.5 Analyze Customer Needs for Effective Reservations
- › 2.6 Role-Play Booking Scenarios and Customer Interactions

• 3 Unit 3 — Guest Check-in, Check-out and Room Assignments — 6

classes

- › 3.1 Understand the Guest Check-in Process
- › 3.2 Identify Key Documents Required for Check-in
- › 3.3 Explore Front Desk Technology for Check-in
- › 3.4 Learn Effective Communication Skills for Welcoming Guests
- › 3.5 Master the Guest Check-out Process
- › 3.6 Analyze Room Assignment Strategies and Procedures

• 4 Unit 4 — Front Desk Communication and Telephone Etiquette — 6

classes

- › 4.1 Understand the Importance of Front Desk Communication
- › 4.2 Identify Key Elements of Effective Verbal Communication
- › 4.3 Explore Different Types of Telephone Communication
- › 4.4 Practice Active Listening Techniques for Front Desk Engagement
- › 4.5 Demonstrate Professional Telephone Etiquette
- › 4.6 Role-Play Front Desk Scenarios to Apply Communication Skills

• 5 Unit 5 — Handling Guest Complaints and Providing Services — 6

classes

- › 5.1 Identify Common Guest Complaints in Front Office Operations
- › 5.2 Analyze the Impact of Complaints on Guest Satisfaction
- › 5.3 Explore Effective Communication Techniques for Handling Complaints
- › 5.4 Develop Problem-Solving Strategies for Resolving Guest Issues
- › 5.5 Role-Play Scenarios for Practicing Complaint Resolution
- › 5.6 Evaluate Guest Feedback and Implement Service Improvements

• 1 Unit 1 — Introduction to the Healthcare Industry — 6 classes

- › 1.1 Explore the Definition and Scope of the Healthcare Industry
- › 1.2 Identify Key Roles and Responsibilities in Healthcare
- › 1.3 Examine the Different Sectors within Healthcare
- › 1.4 Discuss the Importance of Ethics in Healthcare
- › 1.5 Analyze Current Trends and Challenges in the Healthcare Industry
- › 1.6 Apply Knowledge of Healthcare Careers through Role-Playing Scenarios

• 2 Unit 2 — Anatomy and Physiology Basics — 6 classes

- › 2.1 Identify Major Body Systems and Their Functions
- › 2.2 Explore the Structure of the Human Cell
- › 2.3 Examine the Skeletal System and Its Components
- › 2.4 Understand the Muscular System and Movement Mechanics
- › 2.5 Investigate the Circulatory System and Blood Flow
- › 2.6 Apply Knowledge of Anatomy in Health Care Scenarios

• 3 Unit 3 — Patient Care, First Aid and CPR — 6 classes

- › 3.1 Identify Key Components of Patient Care
- › 3.2 Understand the Importance of Communication in Healthcare
- › 3.3 Assessing Patient Needs and Prioritizing Care
- › 3.4 Recognize Common Medical Emergencies
- › 3.5 Demonstrate Basic First Aid Techniques
- › 3.6 Perform CPR and Explain Its Life-Saving Importance

• 4 Unit 4 — Medical Terminology and Health Records — 6 classes

- › 4.1 Identify Key Medical Terminology Used in Health Care
- › 4.2 Understand the Structure of Health Records
- › 4.3 Explore Common Abbreviations in Medical Documentation
- › 4.4 Analyze the Importance of Accurate Health Records
- › 4.5 Apply Medical Terminology in Patient Scenarios
- › 4.6 Assess the Impact of Electronic Health Records on Patient Care

• 5 Unit 5 — Healthcare Ethics, Hygiene and Safety Protocols — 6

classes

- › 5.1 Understand Core Healthcare Ethics and Principles
- › 5.2 Identify Key Hygiene Practices in Healthcare Settings
- › 5.3 Examine Safety Protocols for Patient Care
- › 5.4 Analyze Case Studies on Ethical Dilemmas in Healthcare
- › 5.5 Apply Hygiene Protocols in a Simulated Healthcare Environment
- › 5.6 Assess the Importance of Compliance with Safety Standards

• 1 Unit 1 — IT-ITeS Industry: Overview and Career Opportunities — 6 classes

- › 1.1 Explore the IT-ITeS Industry Landscape
- › 1.2 Identify Key Roles in IT-ITeS Careers
- › 1.3 Analyze Skills Required for Success in IT-ITeS
- › 1.4 Investigate Emerging Trends in IT-ITeS
- › 1.5 Assess Career Pathways in IT-ITeS
- › 1.6 Develop a Personal Action Plan for Pursuing IT-ITeS Opportunities

• 2 Unit 2 — Operating System and File Management — 6 classes

- › 2.1 Explore the Basics of Operating Systems
- › 2.2 Identify Different Types of Operating Systems
- › 2.3 Understand the Functions of an Operating System
- › 2.4 Navigate the Graphical User Interface (GUI)
- › 2.5 Implement File Management Techniques
- › 2.6 Apply Best Practices for Organizing Digital Files

• 3 Unit 3 — Word Processing Applications (MS Word) — 6 classes

- › 3.1 Explore the MS Word Interface and Navigation Tools
- › 3.2 Create and Format Text Documents Using Styles and Formatting Options
- › 3.3 Insert and Manage Images and Multimedia in Word Documents
- › 3.4 Utilize Tables for Organizing and Presenting Data Effectively
- › 3.5 Implement Page Layout and Design Features for Professional Documents
- › 3.6 Review and Edit Documents Using Track Changes and Comments

• 4 Unit 4 — Electronic Spreadsheets (MS Excel) — 6 classes

- › 4.1 Introduction to Excel: Navigating the Interface
- › 4.2 Entering and Formatting Data in Cells
- › 4.3 Creating Basic Formulas and Functions
- › 4.4 Utilizing Charts and Graphs for Data Visualization
- › 4.5 Managing Data with Sorting and Filtering Techniques
- › 4.6 Applying Advanced Functions for Data Analysis

• 5 Unit 5 — Digital Communication and Internet Safety — 6 classes

- › 5.1 Understand Different Forms of Digital Communication
- › 5.2 Explore the Basics of Internet Safety Principles
- › 5.3 Identify Common Online Threats and Risks
- › 5.4 Develop Strong Passwords and Account Security Practices
- › 5.5 Evaluate the Reliability of Online Information Sources
- › 5.6 Create a Personal Digital Safety Plan

• 1 Unit 1 — Introduction to Financial Markets — 6 classes

- › 1.1 Understand the Basics of Financial Markets
- › 1.2 Identify Different Types of Financial Instruments
- › 1.3 Explore Key Players in Financial Markets
- › 1.4 Examine the Role of Supply and Demand in Pricing
- › 1.5 Analyze the Function of Financial Markets in the Economy
- › 1.6 Evaluate Real-World Examples of Financial Market Applications

• 2 Unit 2 — Stock Market Basics — BSE, NSE and SEBI — 6 classes

- › 2.1 Explore the Purpose and Structure of Financial Markets
- › 2.2 Identify Key Features of the Bombay Stock Exchange (BSE)
- › 2.3 Discover the Basics of the National Stock Exchange (NSE)
- › 2.4 Understand the Role and Functions of SEBI
- › 2.5 Compare and Contrast BSE and NSE Operations
- › 2.6 Analyze the Impact of Stock Market Regulations on Investors

• 3 Unit 3 — Mutual Funds, FDs and Savings Instruments — 6 classes

- › 3.1 Understand the Basics of Mutual Funds
- › 3.2 Explore Types of Mutual Funds and Their Benefits
- › 3.3 Analyze the Risks Associated with Mutual Funds
- › 3.4 Identify Fixed Deposits: Features and Advantages
- › 3.5 Compare Savings Instruments: Mutual Funds vs. Fixed Deposits
- › 3.6 Create a Personal Savings Strategy Using Financial Instruments

• 4 Unit 4 — Banking Services and Financial Institutions — 6 classes

- › 4.1 Explore the Role of Banking Services in Financial Markets
- › 4.2 Identify Different Types of Financial Institutions
- › 4.3 Analyze the Functions of Commercial and Central Banks
- › 4.4 Compare Traditional Banking Services and Digital Banking Options
- › 4.5 Evaluate the Impact of Financial Regulations on Banking Services
- › 4.6 Apply Knowledge of Banking Services to Real-World Financial Scenarios

• 5 Unit 5 — Basics of Personal Financial Planning — 6 classes

- › 5.1 Understand the Importance of Personal Financial Planning
- › 5.2 Identify Key Components of a Personal Financial Plan
- › 5.3 Analyze Income Sources and Budgeting Strategies
- › 5.4 Explore Saving and Investment Options for Personal Growth
- › 5.5 Assess Risks and Insurance Needs in Financial Planning
- › 5.6 Develop Your Own Personal Financial Plan Outline

• 1 Unit 1 — Introduction to the Tourism Industry — 6 classes

- › 1.1 Define the Tourism Industry and Its Importance
- › 1.2 Explore the Key Components of the Tourism Sector
- › 1.3 Identify Different Types of Tourism and Their Characteristics
- › 1.4 Analyze the Economic Impact of Tourism on Local Communities
- › 1.5 Examine Careers in the Tourism Industry and Required Skills
- › 1.6 Create a Simple Tourism Marketing Plan for a Local Attraction

• 2 Unit 2 — Types of Tourism — Domestic, International, Eco — 6 classes

- › 2.1 Define and Differentiate Domestic and International Tourism
- › 2.2 Explore Key Trends in Domestic Tourism Growth
- › 2.3 Identify Major International Tourism Destinations
- › 2.4 Understand the Principles of Eco-Tourism
- › 2.5 Evaluate the Impact of Tourism on Local Environments
- › 2.6 Create a Sustainable Tourism Project Proposal

• 3 Unit 3 — Travel Agencies, Tour Operators and Their Roles — 6 classes

- › 3.1 Identify the Key Functions of Travel Agencies
- › 3.2 Explore the Roles of Tour Operators in Tourism
- › 3.3 Compare Different Types of Travel Agencies
- › 3.4 Analyze the Importance of Customer Service in Travel Agencies
- › 3.5 Evaluate the Impact of Technology on Tour Operations
- › 3.6 Create a Simple Itinerary Using Services from Travel Agencies

• 4 Unit 4 — Hospitality, Accommodation and Food Service Basics — 6 classes

- › 4.1 Identify Key Roles in Hospitality and Accommodation
- › 4.2 Explore Types of Accommodation and Their Features
- › 4.3 Understand Basic Food Service Principles and Etiquette
- › 4.4 Examine Health and Safety Regulations in Hospitality
- › 4.5 Demonstrate Customer Service Skills in Hospitality Settings
- › 4.6 Create a Simple Meal Plan for a Hospitality Setting

• 5 Unit 5 — Destination Knowledge — India's Heritage Sites — 6 classes

- › 5.1 Explore India's Diverse Heritage Sites
- › 5.2 Identify UNESCO World Heritage Sites in India
- › 5.3 Analyze the Historical Significance of Key Heritage Sites
- › 5.4 Discuss Architectural Styles Found in India's Heritage Sites
- › 5.5 Evaluate the Cultural Impact of Heritage Tourism
- › 5.6 Plan a Heritage Tour: Itinerary Design and Considerations

• 1 Unit 1 — Introduction to Marketing and Sales — 6 classes

- › 1.1 Understand the Basics of Marketing and Sales
- › 1.2 Explore the Marketing Mix: The 4 Ps
- › 1.3 Identify Target Audiences in Marketing Strategies
- › 1.4 Learn About Branding and Its Importance
- › 1.5 Assess Various Marketing Channels and Their Uses
- › 1.6 Apply Marketing Strategies in Real-Life Scenarios

• 2 Unit 2 — Understanding Consumer Behaviour — 6 classes

- › 2.1 Identify Key Factors Influencing Consumer Decisions
- › 2.2 Analyze the Role of Emotions in Purchasing Choices
- › 2.3 Explore Target Market Segmentation Strategies
- › 2.4 Evaluate the Impact of Brand Loyalty on Consumer Behaviour
- › 2.5 Investigate Consumer Buying Patterns in Different Markets
- › 2.6 Apply Findings to Develop a Consumer-Centric Marketing Strategy

• 3 Unit 3 — Selling Techniques and Interpersonal Communication — 6 classes

- › 3.1 Identify Key Selling Techniques in Marketing
- › 3.2 Demonstrate Active Listening Skills in Sales Interactions
- › 3.3 Explore the Role of Body Language in Effective Communication
- › 3.4 Practice Building Rapport with Potential Customers
- › 3.5 Apply Persuasive Techniques to Overcome Objections
- › 3.6 Role-Play a Complete Sales Conversation from Greeting to Closing

• 4 Unit 4 — Advertising, Promotion and Marketing Mix — 6 classes

- › 4.1 Define Advertising: Key Concepts and Objectives
- › 4.2 Explore Different Types of Advertising Channels
- › 4.3 Understand the Role of Promotion in Marketing
- › 4.4 Analyze the Elements of the Marketing Mix
- › 4.5 Create a Simple Advertising Campaign Plan
- › 4.6 Evaluate the Effectiveness of Advertising Strategies

• 5 Unit 5 — Market Research — Methods and Application — 6 classes

- › 5.1 Identify Key Concepts in Market Research
- › 5.2 Explore Qualitative Research Methods in Depth
- › 5.3 Analyze Quantitative Research Techniques
- › 5.4 Design a Simple Market Research Survey
- › 5.5 Evaluate Market Research Findings Effectively
- › 5.6 Implement Market Research Strategies in Real Scenarios

• 1 Unit 1 — Introduction to Multimedia and Digital Media — 6 classes

- › 1.1 Define and Explore the Components of Multimedia
- › 1.2 Identify Different Types of Digital Media
- › 1.3 Analyze the Impact of Multimedia in Today's Society
- › 1.4 Compare and Contrast Traditional Media and Digital Media
- › 1.5 Examine Tools Used for Creating Multimedia Content
- › 1.6 Create a Simple Multimedia Presentation

• 2 Unit 2 — Graphic Design Fundamentals and Colour Theory — 6 classes

- › 2.1 Explore Basic Graphic Design Principles
- › 2.2 Understand the Elements of Design
- › 2.3 Investigate the Importance of Colour in Design
- › 2.4 Identify Colour Schemes and Their Applications
- › 2.5 Create a Simple Graphic Design Project
- › 2.6 Present and Critique Graphic Design Work

• 3 Unit 3 — Digital Photography and Image Editing (Canva/Photoshop) — 6 classes

- › 3.1 Understand the Basics of Digital Photography
- › 3.2 Explore Camera Settings and Techniques
- › 3.3 Introduce Canva for Image Editing
- › 3.4 Utilize Photoshop Tools for Basic Editing
- › 3.5 Create a Photo Project Using Canva
- › 3.6 Edit and Enhance Images with Photoshop Filters

• 4 Unit 4 — Audio and Video Editing Basics — 6 classes

- › 4.1 Understand Audio and Video Formats
- › 4.2 Explore Basic Audio Editing Techniques
- › 4.3 Learn Fundamental Video Editing Skills
- › 4.4 Create and Edit Audio Clips Using Software
- › 4.5 Compile and Trim Video Footage Effectively
- › 4.6 Produce a Simple Audio-Video Project

• 5 Unit 5 — Digital Publishing, Portfolio and Industry Tools — 6 classes

- › 5.1 Explore Digital Publishing Platforms and Their Features
- › 5.2 Understand the Elements of Effective Digital Portfolio Design
- › 5.3 Discover Industry Standard Tools for Multimedia Production
- › 5.4 Create a Sample Digital Publication Using Templates
- › 5.5 Develop a Digital Portfolio Showcasing Multimedia Skills
- › 5.6 Evaluate and Present Your Digital Portfolio to Peers

• 1 Unit 1 — Service Industry Overview and Career Options — 6 classes

- › 1.1 Define the Service Industry: Key Concepts and Characteristics
- › 1.2 Explore Different Sectors within the Service Industry
- › 1.3 Identify Essential Skills Required in the Service Industry
- › 1.4 Discuss Career Paths in the Service Sector
- › 1.5 Analyze Job Roles and Responsibilities in Service Careers
- › 1.6 Create a Personal Action Plan for a Career in the Service Industry

• 2 Unit 2 — Communication, Interpersonal and Soft Skills — 6 classes

- › 2.1 Explore the Basics of Effective Communication
- › 2.2 Practice Active Listening Techniques
- › 2.3 Identify Key Elements of Non-Verbal Communication
- › 2.4 Develop Assertiveness in Communication
- › 2.5 Enhance Teamwork through Interpersonal Skills
- › 2.6 Apply Conflict Resolution Strategies in Real Scenarios

• 3 Unit 3 — Workplace Safety, Discipline and Professional Ethics — 6 classes

- › 3.1 Identify Key Workplace Safety Hazards
- › 3.2 Demonstrate Proper Use of Personal Protective Equipment (PPE)
- › 3.3 Explore Workplace Discipline and Its Importance
- › 3.4 Analyze Case Studies on Professional Ethics
- › 3.5 Develop an Action Plan for Responding to Safety Incidents
- › 3.6 Create a Code of Conduct for a Safe and Ethical Workplace

• 4 Unit 4 — Basic Computer and Digital Literacy — 6 classes

- › 4.1 Understand Computer Components and Their Functions
- › 4.2 Explore the Basics of Operating Systems
- › 4.3 Use Common Software Applications for Daily Tasks
- › 4.4 Develop Digital Communication Skills via Email
- › 4.5 Ensure Online Safety and Cybersecurity Awareness
- › 4.6 Create and Present Digital Content Effectively

• 5 Unit 5 — Introduction to Entrepreneurship and Self-Employment — 6 classes

- › 5.1 Identify Characteristics of Successful Entrepreneurs
- › 5.2 Explore Different Types of Business Models
- › 5.3 Understand Market Research Techniques
- › 5.4 Develop a Simple Business Idea
- › 5.5 Create a Basic Business Plan Outline
- › 5.6 Present and Evaluate Business Ideas with Peers

• 1 Unit 1 — Introduction to Sports Science and Physical Education

— 6 classes

- › 1.1 Define Key Concepts in Sports Science
- › 1.2 Explore the Historical Development of Physical Education
- › 1.3 Identify Major Components of Physical Fitness
- › 1.4 Examine the Role of Nutrition in Sports Performance
- › 1.5 Analyze Different Training Methods for Athletes
- › 1.6 Create a Basic Physical Training Plan for a Sport

• 2 Unit 2 — Human Anatomy, Fitness Components and Assessment

— 6 classes

- › 2.1 Identify Major Muscle Groups in the Human Body
- › 2.2 Explore the Five Components of Physical Fitness
- › 2.3 Assessing Flexibility: Techniques and Benefits
- › 2.4 Measuring Cardiovascular Endurance: Methods and Protocols
- › 2.5 Evaluating Strength: Assessment Tools and Exercises
- › 2.6 Designing a Fitness Assessment Plan for Individuals

• 3 Unit 3 — Physical Training Techniques and Warm-up Routines —

6 classes

- › 3.1 Identify Key Physical Training Techniques for Different Sports
- › 3.2 Explore the Importance of Warm-up Routines in Injury Prevention
- › 3.3 Demonstrate Dynamic Stretching Exercises for Enhanced Flexibility
- › 3.4 Analyze the Components of an Effective Warm-up Routine
- › 3.5 Create a Custom Warm-up Routine for a Specific Sport
- › 3.6 Assess the Effectiveness of Warm-up and Training Techniques through Peer Feedback

• 4 Unit 4 — Sports and Games — Rules, Coaching and Officiating Basics — 6 classes

- › 4.1 Understand Key Rules of Popular Sports
- › 4.2 Analyze the Impact of Rules on Gameplay
- › 4.3 Explore Basic Coaching Techniques for Beginners
- › 4.4 Develop Effective Communication Skills for Coaching
- › 4.5 Learn the Essentials of Officiating in Sports
- › 4.6 Apply Rules and Officiating in a Mock Game Scenario

• 5 Unit 5 — First Aid in Sports and Injury Prevention — 6 classes

- › 5.1 Identify Common Sports Injuries and Their Symptoms
- › 5.2 Understand the RICE Method for Injury Management
- › 5.3 Perform Basic First Aid Techniques for Sports Injuries
- › 5.4 Recognize the Role of Warm-Up and Cool-Down in Injury Prevention
- › 5.5 Develop a Personal First Aid Kit for Sporting Activities
- › 5.6 Create an Injury Prevention Plan for a Specific Sport

• 1 Unit 1 — Introduction to Organised Retail — 6 classes

- › 1.1 Define Organised Retail and Its Importance
- › 1.2 Identify Key Characteristics of Organised Retail Formats
- › 1.3 Explore Types of Retail Stores and Their Functions
- › 1.4 Analyze the Role of Technology in Organised Retail
- › 1.5 Examine Customer Experience in Organised Retail Settings
- › 1.6 Apply Best Practices for Effective Visual Merchandising

• 2 Unit 2 — Store Operations and Merchandising Basics — 6 classes

- › 2.1 Understand Store Layouts and Design Principles
- › 2.2 Explore the Role of Visual Merchandising in Retail
- › 2.3 Identify Product Placement Strategies for Maximum Impact
- › 2.4 Analyze Customer Flow and its Effect on Sales
- › 2.5 Implement Effective Inventory Management Techniques
- › 2.6 Develop a Merchandising Plan for a Retail Store

• 3 Unit 3 — Customer Service and Communication Skills — 6 classes

- › 3.1 Define Customer Service and Its Importance in Retail
- › 3.2 Identify Key Customer Service Skills and Attributes
- › 3.3 Explore Effective Communication Techniques with Customers
- › 3.4 Practice Active Listening Skills for Enhanced Customer Interaction
- › 3.5 Role-Play Common Customer Service Scenarios
- › 3.6 Evaluate Customer Feedback to Improve Service Quality

• 4 Unit 4 — Retail Selling Process and Techniques — 6 classes

- › 4.1 Understand the Retail Selling Process
- › 4.2 Identify Customer Needs and Preferences
- › 4.3 Utilize Effective Communication Techniques
- › 4.4 Demonstrate Product Knowledge in Sales
- › 4.5 Apply Persuasive Selling Techniques
- › 4.6 Evaluate and Reflect on Selling Strategies

• 5 Unit 5 — Sales Documentation and Billing — 6 classes

- › 5.1 Understand the Importance of Sales Documentation
- › 5.2 Identify Different Types of Sales Documents
- › 5.3 Explore the Components of an Invoice
- › 5.4 Create a Sample Receipt for a Sale
- › 5.5 Analyze Common Billing Errors and Solutions
- › 5.6 Implement a Sales Documentation Workflow

• 1 Unit 1 — Introduction to Yoga — History, Philosophy and Benefits

• 2 Unit 2 — Asanas — Standing, Sitting and Supine Postures

• 3 Unit 3 — Pranayama — Breathing Exercises and Techniques

• 4 Unit 4 — Meditation, Relaxation and Mindfulness Practices

• 5 Unit 5 — Yoga for Health, Wellness and Stress Management

