

GUJARAT UNIVERSITY

Syllabus for B. A., B. Com. and B. Sc. Programmes Based on National Education Policy-2020

SEMESTER – III

Skill Enhancement Courses

SEC-CES-236: Common Employability Skills

(With Effect from Academic Year 2024-2025)

Andragogy: Classroom Lectures, In-Class Activities and Group Discussions, Role-Plays, Skill-based Practical Exercises, etc.

Learning Objectives: This syllabus is designed:

- To help students in developing various employability skills that are necessary in all major economic sectors.
- To attain the basic business-defined employability skills for their careers and for further education and training.
- To allow students to be prepared for the ever-changing needs of today's workforce.
- To equip students with the necessary skills to gain sustainable employment and make them confident to prevail in the ever-challenging global markets.

Learning Outcomes: On successful completion of the syllabus, the students will be able:

- To understand the importance of common employability skills in Diverse and Inclusive Environments.
- To acquire some basic employability skills required in employees.
- To learn and confidently prove their skills in the field of business.
- To comprehend the various employability skills that will take them through the path of building career, practicing communication skills, negotiating in real-life situations and learning the intricacies of entrepreneurship.

UNIT- I

Employability Skills (Personal Level)

1. Personal Skills:

- (a) Initiative
- (b) Planning
- (c) Decision-taking
- (d) Problem-solving
- (e) Negotiating
- (f) Adaptability
- (g) Digital Literacy

2. Behavioural Skills:

- (a) Acting independently
- (b) Social etiquette
- (c) Patience
- (d) Assertiveness
- (e) Building relationships
- (f) Conflict resolution
- (g) Work-life balance

3. Language Skills:

- (a) Listening
- (b) Speaking
- (c) Reading
- (d) Writing

4. Self-Management Skills:

- (a) Self-confidence
- (b) Self-grooming
- (c) Self-motivation
- (d) Stress Management
- (e) Goal Setting and Time Management
- (f) Prioritizing tasks
- (g) SWOT Analysis (Strengths, Weaknesses, Opportunities and Threats)

5. Emotional Intelligence Skills:

- (a) Perceiving emotions
- (b) Managing emotions
- (c) Empathy
- (d) Self-awareness
- (e) Self-regulation
- (f) Social awareness
- (g) Handling relationships

6. Professional Skills:

- (a) Managing oneself professionally
- (b) Maintaining professional work ethics
- (c) Communicating effectively
- (d) Developing interpersonal skills
- (e) Perusing training opportunities
- (f) Thinking critically
- (g) Managing office politics

UNIT-II:

Employability Skills (Workplace Level)

1. Workplace Skills:

- (a) Planning and Organizing
- (b) Work Ethics
- (c) Decision Making
- (d) Problem Solving
- (e) Working with Tools and Technology
- (f) Resource Management
- (g) Diversity at Work

2. Teamwork Skills:

- (a) Understanding the role of a team
- (b) Selecting team members
- (c) Clarifying team objectives
- (d) Establishing team rules
- (e) Assigning the task to the team members
- (f) Leading the team and dealing with a difficult team member
- (g) Ensuring team success

3. Problem-Solving Skills

- (a) Defining a problem
- (b) Analyzing the problem neutrally
- (c) Identifying root cause of the problem
- (d) Brainstorming for the potential solutions
- (e) Evaluating alternatives for a solution
- (f) Developing action plan
- (g) Executing action plan

4. Customer Service Skills:

- (a) Know Your Customer (KYC)
- (b) Greeting customers
- (c) Customer focus
- (d) Resourcefulness
- (e) Handling grievances
- (f) Calmness
- (g) Relationship building with customers

5. Essential Digital Skills:

- (a) Working smart with Electronic Devices
- (b) Handling Information and Content
- (c) Using Social Media for Professional Development
- (d) Using Mobile Apps professionally
- (e) Using Online tools for meeting
- (f) Using Artificial Intelligence (AI)
- (g) Understanding Cyber Security

6. Green Skills:

- (a) Society and Environment
- (b) Importance of Green Economy
- (c) Factors causing an imbalance in environment
- (d) Environment protection
- (e) Conservation of Natural Resources
- (f) Learning the **3 R** of environment (Reduce, Reuse, Recycle)
- (g) Our Role in Sustainable Development

Modes of Evaluation

1. Continuous and Comprehensive Evaluation (CCE) - (25Marks)

(A) Attendance: 05 Marks

(B) Assignment: 05 Marks

(C) Mid-Term Evaluation: 15 Marks

After completion of the syllabus, the faculty member will conduct mid-term evaluation. The concerned faculty member will decide the mode of mid-term evaluation from the following:

❖ **MCQ Based Examination** (Online/Offline)

(15 MCQs of one mark each, Time Duration: 15 Minutes)

(OR)

❖ **Any one from the following:**

- Open Book Exam
- Practical Exam
- Essay/Article Writing
- Quizzes (On/Offline)
- Objective Test
- Class Assignment
- Research/Dissertation
- Case Studies
- Report Writing
- Interviews
- Poster Presentation
- Seminar
- Paper Presentation
- Viva Voce/Oral

(OR)

❖ **Descriptive Examination** (Time Duration: 45 Minutes)

Note: Structure of the Question Paper for Descriptive Examination

(Time Duration: 45 Minutes, Marks: 15)

Q – 1. Briefly discuss any ONE of the following: (From Unit-I) 10

(A) General Question

(B) General Question

(C) General Question

Q – 2. Write a short note on any ONE of the following: (From Unit-II) 05
(Out of three)

2. Semester End Evaluation (SEE) – (25Marks)

Modes of Evaluation	Maximum Marks	Minimum Passing Marks
CCE	25	09
SEE	25	09

Total No. of Teaching Hours: 30 Hours

Unit – I: 15 Hours

Unit – II: 15 Hours

Credit Distribution:

Total Credits: 02 Credits

Lecture: 1 Credit

Practical: 1 Credit

Notes:

- One Hour of Lecture is equal to 1 Credit per week.
- Two Hours of Practical is equal to 1 Credit per week.
- Practical Classes may be conducted in the Classroom/Language Lab/ Business Lab/Computer Lab depending on the requirement.
- For Practical Classes, one batch size of students (per teacher) will be as per the rules of Gujarat University.

Acronyms Expanded:

- **L+P:** Lecture + Practical
- **SEC:** Skill Enhancement Courses
- **CCE:** Continuous and Comprehensive Evaluation
- **SEE:** Semester End Evaluation

➤ **Recommended Reading:**

1. Soft Skills – Ajay R. Tengse, Orient BlackSwan
2. Soft Skills for Everyone – Jeff Butterfield, Cengage
3. Employability Skills and Attributes Framework – Andrew Bryant
4. Employability Skills Development – Dave Turner
5. Understanding and Managing Employability in Changing Career Contexts – Clarke, M

➤ **Recommended E-Content:**

English GUETA Website/English GUETA App/ English GUETA YouTube channel

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Paper Style for Semester End Evaluation
B. A., B. Com. and B. Sc., Semester – III (NEP)
Skill Enhancement Courses
SEC-CES-236: Common Employability Skills

(With Effect from Academic Year 2024-2025)

Time: 1 Hour

Marks: 25

Q –1. Briefly discuss any ONE of the following: (out of three) 10

- (A) General Question
- (B) General Question
- (C) General Question

(From Unit-I)

Q – 2. Briefly discuss any ONE of the following: (out of three) 10

- (A) General Question
- (B) General Question
- (C) General Question

(From Unit-II)

Q – 3. Choose the correct options: 05

Notes: (1) Any 5 MCQs out of 8 from Unit - I & II)

(2) 4 MCQs to be asked from each unit

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Model Question Paper for Semester End Evaluation

B. A., B. Com. and B. Sc., Semester – III (NEP)

Skill Enhancement Courses

SEC-CES-236: Common Employability Skills

(With Effect from Academic Year 2024-2025)

Time: 1 Hour

Marks: 25

પ્રશ્ન – 1. નીચેનામાંથી કોઈપણ એક પર ટૂંકમાં ચર્ચા કરો:

10

- (A) વ્યક્તિગત કૌશલ્યો
- (B) વર્તણૂક કૌશલ્યો
- (C) સ્વ-વ્યવસ્થાપન કૌશલ્યો

પ્રશ્ન – 2. નીચેનામાંથી કોઈપણ એક પર ટૂંકમાં ચર્ચા કરો:

10

- (A) ટીમવર્ક કૌશલ્યો
- (B) ગ્રાહક સેવા કૌશલ્યો
- (C) આવશ્યક ડિજિટલ કૌશલ્યો

પ્રશ્ન – 3. સાચો વિકલ્પ પસંદ કરો: (કોઈપણ પાંચ)

05

(1) સ્વ-વ્યવસ્થાપન કૌશલ્ય _____ ને રોકવામાં મદદ કરે છે.

- (a) મનોવૈજ્ઞાનિક વિકૃતિઓ
- (b) વર્તણૂક સંબંધી વિકૃતિઓ
- (c) ચિંતા વિકૃતિઓ
- (d) ઉપરોક્ત તમામ

(2) નીચેનામાંથી કયું રોજગારી કૌશલ્ય નથી?

- (a) ટીમ નિર્માણ કૌશલ્ય
- (b) વ્યવસ્થાપન કૌશલ્યો
- (c) નિર્ણય લેવાની કુશળતા
- (d) સમસ્યા ઊભી કરવાનું કૌશલ્ય

(3) _____ એ માનવ વર્તનનો અભ્યાસ કરતું વિજ્ઞાન છે.

- (a) સમાજશાસ્ત્ર
- (b) મનોવિજ્ઞાન
- (c) તત્ત્વજ્ઞાન
- (d) ઉપરોક્તમાંથી કોઈ નહીં

(4) નીચેનામાંથી કયો રોજગારી માટે ધ્યેય-નિર્ધારણ સિક્કાંત સંબંધિત મહત્વનો મુદ્દો નથી?

- (a) ધ્યેયની વિશિષ્ટતા
- (b) કામદારો વચ્ચે સમાનતા
- (c) પ્રતિસાદ
- (d) ધ્યેયની વ્યાખ્યા કરવી

(5) આર્થિક વિકાસ સાથે _____ નો વધારો થયો છે.

- (a) જળ પ્રદૂષણ
- (b) વાયુ પ્રદૂષણ
- (c) ધ્વનિ પ્રદૂષણ
- (d) ઉપરોક્ત તમામ

(6) નીચેનામાંથી કયું વિધાન સાચું છે?

- (a) આર્થિક વૃદ્ધિ એ વિકાસ માટેનો આધુનિક ખ્યાલ છે.
- (b) રાજકીય વિકાસ એ વિકાસ માટેનો આધુનિક ખ્યાલ છે.
- (c) ટકાઉ વૃદ્ધિ એ વિકાસ માટેનો આધુનિક ખ્યાલ છે.
- (d) સામાજિક વૃદ્ધિ એ વિકાસ માટેનો આધુનિક ખ્યાલ છે.

(7) ગ્રાહક સેવાનો પ્રાથમિક ધ્યેય શું છે?

- (a) નફો વધારો
- (b) ગ્રાહકની ફરિયાદોનું નિરાકરણ
- (c) ઉત્પાદનની ગુણવત્તામાં સુધારો
- (d) અસાધારણ સેવા અને સમર્થન પ્રદાન

(8) ગ્રાહક સેવાના સંદર્ભમાં CRM નો અર્થ શું છે?

- (a) ગ્રાહક સંબંધી વ્યવસ્થાપન
- (b) ગ્રાહક જાળવણી પદ્ધતિ
- (c) ગ્રાહક પ્રતિભાવ મોડલ
- (d) ગ્રાહકો ભાગ્યે જ મહત્વ ધરાવે છે

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Model Question Paper for Semester End Evaluation

B. A., B. Com. and B. Sc., Semester – III (NEP)

Skill Enhancement Courses

SEC-CES-236: Common Employability Skills

(With Effect from Academic Year 2024-2025)

Time: 1 Hour

Marks: 25

Q – 1. Briefly discuss any ONE of the following: 10

- (A) Personal Skills
- (B) Behavioural Skills
- (C) Self-Management Skills

Q – 2. Briefly discuss any ONE of the following: 10

- (A) Teamwork Skills
- (B) Customer Service Skills
- (C) Essential Digital Skills

Q – 3. Choose the correct option: (Any five) 05

(1) Self-Management skills help us in preventing _____ .

- (a) Psychological disorders
- (b) Behavioural disorders
- (c) Anxiety disorders
- (d) All of the above

(2) Which of the following is not an employability skill?

- (a) Team building skills
- (b) Managerial skills
- (c) Decision making skills
- (d) Problem creating skills

(3) The science of studying human behaviour is _____ .

- (a) Sociology
- (b) Psychology
- (c) Philosophy
- (d) None of the above

- (4) Which of the following is not an important issue relating to goal-setting theory for employability?
- (a) Goal specificity
 - (b) Equity among workers
 - (c) Feedback
 - (d) Defining the goal
- (5) With economic development, there has been an increase in _____ .
- (a) Water Pollution
 - (b) Air Pollution
 - (c) Noise Pollution
 - (d) All of the above
- (6) Which of the following statements is true?
- (a) Economic growth is the modern concept for development.
 - (b) Political development is the modern concept for development.
 - (c) Sustainable growth is the modern concept for development.
 - (d) Social growth is the modern concept for development.
- (7) What is the primary goal of customer service?
- (a) Increase profits
 - (b) Resolve customer complaints
 - (c) Improve product quality
 - (d) Provide exceptional service and support
- (8) What does CRM stand for in the context of customer service?
- (a) Customer Relationship Management
 - (b) Customer Retention Method
 - (c) Customer Response Model
 - (d) Customers Rarely Matter
