

**CURRICULUM**

**FOR THE TRADE OF**

**EQUITY FRONT DESK APPRENTICE**

**UNDER**

**APPRENTICESHIP TRAINING SCHEME**



**GOVERNMENT OF INDIA**  
**MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP**  
**DIRECTORATE GENERAL OF TRAINING**

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## **1. BACKGROUND**

### **1.1 Apprenticeship Training Scheme under Apprentice Act 1961**

The Apprentices Act enacted in 1961 with the objective of regulating the program of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades and in optional trades to impart Apprenticeship Training on the job in industry to school leavers, graduates/diploma and person having National Trade Certificate(ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are five categories of apprentices namely; trade apprentice, graduate, technician, technician (vocational) apprentices and optional trade apprentice.

Qualifications and period of apprenticeship training of trade apprentices and optional trade apprentices vary from trade to trade. The apprenticeship training for trade apprentices and optional trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

### **1.2 Changes in Industrial Scenario**

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

### **1.3 Reformation**

The Apprentices Act, 1961 has been amended and brought into effect from 22<sup>nd</sup> December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.
- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

## 2. RATIONALE

### [Need for Apprenticeship in Equity Front Desk Apprentice]

1. It will enhance the ability to serve existing customers and establish new customers by planning and organizing daily work schedule to serve the existing and new customers.
2. It will enhance the ability to learn the trading system and know the types of orders
3. It will enhance the ability to learn basic of technical analysis and understand how to check and give confirmations
4. It will enhance the ability to interpret the chart patterns through technical analysis
5. It will enhance the ability to correctly process the payout requests and conduct payout obligations
6. It will enhance the ability collect data through cold calls and generate reference and how to close the call
7. It will enhance the ability to call and greet customers, resolve queries etc.
8. Will learn to check and complete the KYC form
9. It will enhance the ability to open trading and demat accounts of clients and educate them about do's and don'ts in investments
10. It will enhance the ability to understand how to make changes in the portfolio
11. Will be able to guide the client on financial planning and portfolio allocation and in return how to maximize his wealth

### **3. JOB ROLES: REFERENCE NCO**

#### **Brief description of Job roles:**

#### **Equity Front Desk Apprentice–**

Equity dealers buy and sell investment and financial instruments on behalf of their clients. They also provide market insights and investments advice to potential and existing clients.

**ALIGNED TO: NCO-2015/ NIL**

#### 4. GENERAL INFORMATION

1. Name of the Trade : **Equity Front Desk Apprentice**
2. Job Role Code : APP/BFSI/04
3. Duration of Apprenticeship Training : **14 months**  
(Break up of Apprenticeship Training)
  - 3.1 **For Fresher's (For 12<sup>th</sup> pass):-**
    - (i) Duration of Basic Training : **02 months**
    - (ii) Duration of Practical Training/  
On -job Training : **12 months**
  - 3.2 **For Graduates–**
    - (i) Duration of Basic Training : Nil
    - (ii) Duration of Practical Training/  
On -job Training : **12 months**
4. Entry Qualification : Passed 12th class examination under 10+2 system of education.
5. Selection of Apprentices : The apprentices will be selected as per Apprentice Act,1961 amended time to time.

*Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.*

## 5. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-2	3-14
Basic Training	Block– I	-----
Practical Training (On - job training)	----	Block – I

Components of Training ↓	Duration of Training in Months →													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Basic Training Block– I														
Practical Training Block - I														



## **6. SYLLABUS**

### **6.1 BASIC TRAINING**

#### **(BLOCK – I)**

**DURATION: 2 MONTHS**

#### **GENERAL INFORMATION**

- |                                    |   |  |
|------------------------------------|---|--|
| 1) <b>Name of the Trade</b>        | : | <b>Equity Front Desk Apprentice</b>                              |
| 2) <b>Hours of Instruction</b>     | : | 250 Hrs.   |
| 3) <b>Batch size</b>               | : | 30   |
| 4) <b>Power Norms</b>              | : | N.A.   |
| 5) <b>Space Norms</b>              | : | 400 Sq. ft.  |
| 6) <b>Examination</b>              | : | The internal assessment will be held on completion of the Block. |
| 7) <b>Instructor Qualification</b> | : |  |

<p>i) Degree/Diploma in bachelor of commerce/business administration /retail management from recognized university/Board with one/two year post qualification experience respectively in the relevant field.</p>
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- 8) **Tools, Equipment's& Machinery required** : - As per Annexure – I

## **6.1 DETAIL SYLLABUS OF BASIC TRAINING**

### **6.1.1 DETAIL SYLLABUS OF BASIC TRAINING**

#### **Block –I Basic Training**

<b>Sr. No.</b>	<b>Module</b>	<b>Key Learning Outcomes</b>	<b>Hours</b>
1	Basics of Equity markets and market instruments	<ul style="list-style-type: none"> <li>• Understand what is Stock markets &amp; market instruments</li> <li>• Appreciate role of stock markets in the economy, the importance of regulator (SEBI).</li> <li>• Get an overview of primary and secondary markets</li> <li>• Understand the difference between trading account and demat accounts</li> <li>• Understand the role of brokers and process of membership in equity markets</li> </ul>	30
2	Know Your Customer Documents and procedures	<ul style="list-style-type: none"> <li>• Understand what is KYC</li> <li>• Identify what documents are required for KYC</li> <li>• State alternatives in case certain documents are not available</li> </ul>	10
3	Form Filling – Manual & Electronic	<ul style="list-style-type: none"> <li>• Understand various forms</li> <li>• Be able to fill various forms independently</li> </ul>	20
4	Trading terminal	<ul style="list-style-type: none"> <li>• Understand and learn how to use the trading terminal</li> <li>• Learn how to Create a market watch</li> <li>• Learn how to execute buy and sell transactions</li> <li>• Know how to check the order book</li> <li>• Understand how to check the demat holding statement</li> <li>• Learn to practice technical analysis and fundamental analysis</li> </ul>	40
5	Punching orders on the terminal	<ul style="list-style-type: none"> <li>• Understand types of order entries</li> <li>• Learn short cuts of the trading terminal</li> <li>• Know how to place orders and give confirmations</li> </ul>	10
6	Clearing and settlement procedures and pay-in, payout obligations	<ul style="list-style-type: none"> <li>• Understand role of the clearing house and its members</li> <li>• Be aware of method of pay in and pay-out obligations</li> <li>• Learn how process pay in and pay-out requests</li> </ul>	10
7	Rules and regulations for Settlements	<ul style="list-style-type: none"> <li>• Understand dematerialization and rematerialisation</li> <li>• Know rules and regulations of demat accounts</li> <li>• Be able to fill a demat slip</li> <li>• Be able to punch in transfer of securities</li> <li>• Learn the importance of POA</li> <li>• Be able to settle off market trades</li> </ul>	10
8	Understand client positions and create reports	<ul style="list-style-type: none"> <li>• Know what is the client's position</li> <li>• Know the method of creating reports</li> <li>• Should be able to interpret reports and client position</li> </ul>	10
9	Risks in Equity Markets	<ul style="list-style-type: none"> <li>• Know about the risks in equity markets</li> <li>• Understand the methods of reducing risks</li> <li>• Be aware of human error risk and ways of resolving it</li> </ul>	10

10	Handling client calls and punching trades	<ul style="list-style-type: none"> <li>• Understand basics of Opening a Call</li> <li>• Be aware of standard Opening Greetings</li> <li>• Practice Opening a Call</li> <li>• Learn how to take the clients trade</li> <li>• Practice punching the trades onto the system</li> <li>• Learn how to give confirmation for the trades executed</li> </ul>	10
11	Understanding Products and pitching products	<ul style="list-style-type: none"> <li>• Understand pitching of trading accounts</li> <li>• Understand pitching of demat accounts</li> <li>• Understand pitching of PMS services</li> <li>• Practice the script for mutual funds and other financial instruments</li> </ul>	20
12	Handling Client queries	<ul style="list-style-type: none"> <li>• Know various objections being raised by customers</li> <li>• Practice handling various objections by customers</li> <li>• Learn how to solve client queries</li> </ul>	05
13	Tele calling and Client acquisition	<ul style="list-style-type: none"> <li>• Understand how to open a call</li> <li>• Practice calls end to end</li> <li>• Learn how to close a call</li> <li>• Learn how to schedule meetings</li> </ul>	25
14	Client meetings	<ul style="list-style-type: none"> <li>• Understand how to schedule client meetings</li> <li>• Practice how to speak at a client meeting</li> <li>• Learn how to convince the opposite person to become a client</li> <li>• Follow up with the client</li> </ul>	10
15	Client retention and Activating inactive clients	<ul style="list-style-type: none"> <li>• Learn to obtain a list of inactive clients</li> <li>• Learn how to speak to clients and understand the reason for inactivity</li> <li>• Understand and make changes to activate inactive clients</li> </ul>	10
16	Review client positions and margins	<ul style="list-style-type: none"> <li>• Learn how to review client portfolios</li> <li>• Know how to help them make changes</li> <li>• Help your client make a well diversified portfolio</li> <li>• Help your clients comply with margin requirements</li> </ul>	20
<b>Total</b>			<b>250</b>

## **6.1.2 EMPLOYABILITY SKILLS**

### **GENERAL INFORMATION**

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : Basic Training - Mandatory for fresher only
- 3) **Hours of Instruction** : **110 Hrs.**
- 4) **Examination** : The internal assessment will be held on completion of the Basic Training.
- 5) **Instructor Qualification** :

- **MBA/BBA with two years' experience or graduate in commerce with two years' experience.**

**And**

**Must have studied in English and Basic Computer at 12<sup>th</sup> / diploma level**

### 6.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

#### A. Block – I Employability Skills

Topic No.	Topic	Duration (in hours)
	<b>English Literacy</b>	<b>15</b>
<b>1</b>	<b>Pronunciation :</b> Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
<b>2</b>	<b>Functional Grammar</b> Transformation of sentences, Voice change, Change of tense, Spellings.	
<b>3</b>	<b>Reading</b> Reading and understanding simple sentences about self, work and environment	
<b>4</b>	<b>Writing</b> Construction of simple sentences Writing simple English	
<b>5</b>	<b>Speaking / Spoken English</b> Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	<b>I.T. Literacy</b>	<b>15</b>
<b>1</b>	<b>Basics of Computer</b> Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
<b>2</b>	<b>Computer Operating System</b> Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc., Use of Common applications.	
<b>3</b>	<b>Word processing and Worksheet</b> Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	
<b>4.</b>	<b>Computer Networking and INTERNET</b> Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber-crimes.	

	<b>Communication Skill</b>	<b>25</b>
<b>1</b>	<b>Introduction to Communication Skills</b> Communication and its importance Principles of Effective communication Types of communication - verbal, non-verbal, written, email, talking on phone. Nonverbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise	
<b>2</b>	<b>Listening Skills</b> Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
<b>3</b>	<b>Motivational Training</b> Characteristics Essential to Achieving Success The Power of Positive Attitude Self-awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise	
<b>4</b>	<b>Facing Interviews</b> Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
<b>5</b>	<b>Behavioral Skills</b> <b>Organizational Behavior</b> Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	<b>Entrepreneurship skill</b>	<b>15</b>
<b>1</b>	<b>Concept of Entrepreneurship</b> <b>Entrepreneurship-</b> Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	
<b>2</b>	<b>Project Preparation &amp; Marketing analysis</b> Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
<b>3</b>	<b>Institutions Support</b> Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programs& procedure & the available scheme.	

4	<b>Investment Procurement</b> Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	<b>Productivity</b>	<b>10</b>
1	<b>Productivity</b> Definition, Necessity, Meaning of GDP.	
2	<b>Affecting Factors</b> Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	<b>Comparison with developed countries</b> Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	<b>Personal Finance Management</b> Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	<b>Occupational Safety, Health &amp; Environment Education</b>	<b>15</b>
1	<b>Safety &amp; Health</b> Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	<b>Occupational Hazards</b> Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	<b>Accident &amp; safety</b> Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	<b>First Aid</b> Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	<b>Basic Provisions</b> Idea of basic provision of safety, health, welfare under legislation of India.	
6	<b>Ecosystem</b> Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	<b>Pollution</b> Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	<b>Energy Conservation</b> Conservation of Energy, re-use and recycle.	
9	<b>Global warming</b> Global warming, climate change and Ozone layer depletion.	
10	<b>Ground Water</b> Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	<b>Environment</b> Right attitude towards environment, Maintenance of in -house environment	
	<b>Labour Welfare Legislation</b>	<b>5</b>
1	<b>Welfare Acts</b> Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	

	<b>Quality Tools</b>	<b>10</b>
1	<b>Quality Consciousness :</b> Meaning of quality, Quality Characteristic	
2	<b>Quality Circles :</b> Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	<b>Quality Management System :</b> Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	<b>House Keeping :</b> Purpose of Housekeeping, Practice of good Housekeeping.	
5	<b>Quality Tools</b> Basic quality tools with a few examples	



## 6.2 PRACTICAL TRAINING (ON-JOB TRAINING)

### (BLOCK – I)

**DURATION: 12 MONTHS**

#### **GENERAL INFORMATION**

- |                                    |   |   |
|------------------------------------|---|---|
| 1) <b>Name of the Trade</b>        | : | <b>Equity Front Desk Apprentice</b>                                   |
| 2) <b>Batch size</b>               | : | a) Apprentice selection as per<br>Apprenticeship Guidelines           |
|                                    |   | b) As per NAPS Guidelines   |
| 3) <b>Examination</b>              | : | a) The internal assessment will be held<br>on completion of the block |
| 4) <b>Instructor Qualification</b> | : |   |

- i) Degree/Diploma in bachelor of commerce/business administration /retail management from recognized university/Board with one/two year post qualification experience respectively in the relevant field.

- 5) **Infrastructure for On-Job Training** : - As per Annexure – II

## 6.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

### BLOCK – I

1. Customer handling at the branch
2. Tele-calling - inbound and outbound
3. Client meetings and Account opening
4. Independent Client Servicing & Advising

DURATION: 12 MONTHS (52 WEEKS)	
SL. NO	LIST OF PRACTICAL SKILLS TO BE COVERED DURING ON JOB TRAINING
1	Receiving calls from clients to buy or sell equity shares or any listed financial instrument.
2	Providing necessary information which could help the customer make decisions on the trades
3	Punching the trades in the system& Giving trade confirmations
4	Placing orders (limit, market, stop loss etc.) on behalf of the clients
5	Checking limits of each client & Giving the client net positions with daily profit & loss
6	Follow up for cheque collection / online transfer for pay-in obligations
7	Take pay-out requests and follow up for pay-out obligations
8	Follow up for cheque collection / online transfer for pay in obligations.
9	Take pay-out requests and follow up for pay-out obligations.
10	Send ledgers and profit and loss statements to clients.
11	Provide views to clients with the help of technical charts.
12	Open the call, Greet the customers, introduce the company and the products and close the call.
13	Follow up with customer, Handling queries, Taking personal appointments, Getting the accounts opened, Filling the account opening forms and taking the necessary signatures.
14	Taking the required documents and completing the KYC requirements. Verification of KYC documents. Take the account opening cheque. Process the documents and get the account opened. Give the client his trading and demat account details. Guide the client on the procedure of investing /trading.
15	Follow up with inactive customers. Guide them about their portfolios.
16	Provide customers guidance on how to improve their portfolio.

## **7. ASSESSMENT STANDARD**

### **7.1 Assessment Guideline:**

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

- a)** Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work, there is evidence of:

- Good skill levels in the use of hand tools, machine tools and workshop equipment
- Many tolerances while undertaking different work are in line with those demanded by the component/job.
- A fairly good level of neatness and consistency in the finish
- Occasional support in completing the project/job.

- b)** Weightage in the range of above 75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work, there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- The majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

- c) Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work, there is evidence of:

- High skill levels in the use of hand tools, machine tools and workshop equipment
- Tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- A high level of neatness and consistency in the finish.
- Minimal or no support in completing the project

## 7.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST (SUMMATIVE ASSESSMENT)

SUBJECTS	Marks	Sessional Marks	Full Marks	Pass Marks	Duration of Exam.
Trade Theory	100		100	70	2 hrs.
Practical	100		100	70	2 hrs.
<b>Grand Total</b>	<b>200</b>		<b>200</b>	-	

Note: - The candidate pass in each subject conducted under all India trade test.

## **8. FURTHER LEARNING PATHWAYS**

### **Employment opportunities:**

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

1. Banks
2. Broking House
3. Stock Exchange
4. Mutual Fund House

**TOOLS & EQUIPMENT FOR BASIC TRAINING****INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE****TRADE: EQUITY FRONT DESK APPRENTICE****LIST OF TOOLS & EQUIPMENTS FOR 30 APPRENTICES****General equipment's:-**

<b>Sl. No.</b>	<b>Name of the items</b>	<b>Quantity (indicative)</b>
1.	White Board / Black Board	1
2.	White Board Marker / Black Board Chalks	
3.	Projector	1
4.	Laptop	1
5.	Internet Access	
6.	Notepads & pens	

**Note:** In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

**INFRASTRUCTURE FOR ON-JOB TRAINING**

**TRADE: EQUITY FRONT DESK APPRENTICE**

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any shortfall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.



**GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS**

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:
  - A) LECTURE
  - B) LESSON
  - C) DEMONSTRATION
  - D) PRACTICE
  - E) GROUP DISCUSSION
  - F) DISCUSSION WITH PEER GROUP
  - G) PROJECT WORK
  - H) INDUSTRIAL VISIT
2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.
3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.