

CURRICULUM

FOR THE TRADE OF

**COMMODITIES FRONT DESK
APPRENTICE**

UNDER

APPRENTICESHIP TRAINING SCHEME



सत्यमेव जयते
Government of India

**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 was 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 to impart Apprenticeship Training on the job in industry to school leavers 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 22nd 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 Commodities 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 receive calls from clients to trade and provide necessary information to customers which in turn can help them to trade.
3. It will enhance the ability to punch in trades in the system and give trade confirmations.
4. It will enhance the ability to place order in the system and ascertain the daily net position of the client.
5. It will enhance the ability to verify with the customers on required KYC documents, verify the original KYC documents with the photocopies.
6. It will enhance the ability to resolve customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to the management.
7. It will enhance the ability to call and greet customers, handle objections etc.
8. It will enhance the ability to learn how to approach the customers, how to pitch the product, etiquettes etc.

3. JOB ROLES: REFERENCE NCO

Brief description of Job roles:

Commodities Front Desk Apprentice–

The individual at work takes customers' calls, informs about traded prices and/or volumes, trading-market trends, provides day's trade tips, accepts orders for trade of commodity products from customers, keys in the trade onto designated software for the respective exchange, confirms the status of or about execution of the trade and, makes margin and service calls to customer as per company's policy.

ALIGNED TO: NCO-2015/ NIL

4. GENERAL INFORMATION

1. Name of the Trade : **Commodities Front Desk Apprentice**
2. Job Role Code : App/BFSI/05
3. Duration of Apprenticeship Training : **14 months**
(Break up of Apprenticeship Training)
 - 3.1 **For Fresher's (For 12th 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) Name of the Trade | : | Commodities Front Desk Apprentice |
| 2) Hours of Instruction | : | 250 Hrs. |
| 3) Batch size | : | 30 |
| 4) Power Norms | : | N.A. |
| 5) Space Norms | : | 400 Sq. ft. |
| 6) Examination | : | The internal assessment will be held on completion of the Block. |
| 7) Instructor Qualification | : | |

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.

- 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

Sr. No.	Module	Key Learning Outcomes	Hours
1	Basics of Commodity markets and individual commodities	<ul style="list-style-type: none"> • Basics of commodity markets & individual commodities • Understanding of trading account and settlement • Participants in the commodity markets & role of commodity exchange • Primary and secondary markets • Membership and role of brokers • Futures & options • History of commodities • Different commodity markets in India • Market timings and returns • Delivery logic – Both options , compulsory delivery 	40
2	Know Your Customer Documents and Procedures	<ul style="list-style-type: none"> • Understand what is KYC • Identify what documents are required for KYC • State alternatives in case certain documents are not available 	10
3	Form Filling – Manual & Electronic	<ul style="list-style-type: none"> • Understand various forms • Be able to fill various forms independently 	20
4	Trading terminal	<ul style="list-style-type: none"> • Understanding and learning the trading terminal • Creation of market watch • Execute buy / sell transactions • Check order book • Check open position • Fundamental Analysis of commodities • Technical analysis • Commodity hedging • Margins – initial , MTM, special margins • Collaterals 	40
5	Punching orders on the terminal	<ul style="list-style-type: none"> • Understand types of order entries • Learn short cuts of the trading terminal • Know how to place orders and give confirmations 	10
6	Clearing and settlement procedures and pay-in, payout obligations	<ul style="list-style-type: none"> • Understand role of the clearing house and its members • Know the role of warehouses and quality control • Be aware of method of pay in and pay-out obligations • Learn how process pay in and pay-out requests 	10
7	Rules and regulations for Settlements	<ul style="list-style-type: none"> • Rules and regulations for settlement– • Commodity wise settlement • Bad delivery • Commodity wise expiry 	20
8	Understand client positions and	<ul style="list-style-type: none"> • Know what is the client's position • Know the method of creating reports 	10

	create reports	<ul style="list-style-type: none"> • Should be able to interpret reports and client position 	
9	Risks in Commodity Markets	<ul style="list-style-type: none"> • Know about the risks in commodity markets • Understand the methods of reducing risks • Be aware of human error risk and ways of resolving it 	10
10	Handling client calls and punching trades	<ul style="list-style-type: none"> • Understand basics of Opening a Call • Be aware of standard Opening Greetings • Practice Opening a Call • Learn how to take the clients trade • Practice punching the trades onto the system • Learn how to give confirmation for the trades executed 	10
11	Regulation in commodity markets	<ul style="list-style-type: none"> • Understand the role of SEBI in commodity markets 	10
12	Handling Client queries	<ul style="list-style-type: none"> • Know various objections being raised by customers • Practice handling various objections by customers • Learn how to solve client queries 	10
13	Tele calling and Client acquisition	<ul style="list-style-type: none"> • Understand how to open a call • Practice calls end to end • Learn how to close a call • Learn how to schedule meetings 	10
14	Client meetings	<ul style="list-style-type: none"> • Understand how to schedule client meetings • Practice how to speak at a client meeting • Learn how to convince the opposite person to become a client • Follow up with the client 	10
15	Client retention and Activating inactive clients	<ul style="list-style-type: none"> • Learn to obtain a list of inactive clients • Learn how to speak to clients and understand the reason for inactivity • Understand and make changes to activate inactive clients 	10
16	Review client positions and margins	<ul style="list-style-type: none"> • Learn how to review client portfolios • Know how to help them make changes • Help your client make a well diversified portfolio • Help your clients comply with margin requirements 	20
Total			250

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** :

i) MBA/BBA with two years' experience or graduate in commerce with two years' experience.

And

Must have studied in English and Basic Computer at 12th /diploma level

6.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

A. Block – I Employability Skills

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings.	
3	Reading Reading and understanding simple sentences about self, work and environment	
4	Writing Construction of simple sentences Writing simple English	
5	Speaking / Spoken English 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.	
	I.T. Literacy	15
1	Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	Computer Operating System 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.	
3	Word processing and Worksheet 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	
4.	Computer Networking and INTERNET 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.	
	Communication Skill	25
1	Introduction to Communication Skills 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	
2	Listening Skills Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
3	Motivational Training 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	
4	Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
5	Behavioral Skills Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	Entrepreneurship skill	15
1	Concept of Entrepreneurship Entrepreneurship- 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.	
2	Project Preparation & Marketing analysis 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.	

3	Institutions Support 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	Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	Productivity	10
1	Productivity Definition, Necessity, Meaning of GDP.	
2	Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	Comparison with developed countries 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	Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	Occupational Safety, Health & Environment Education	15
1	Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India.	
6	Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	Energy Conservation Conservation of Energy, re-use and recycle.	
9	Global warming Global warming, climate change and Ozone layer depletion.	
10	Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water	

11	Environment Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	5
1	Welfare Acts 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.	
	Quality Tools	10
1	Quality Consciousness : Meaning of quality, Quality Characteristic	
2	Quality Circles : 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	Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	House Keeping : Purpose of Housekeeping, Practice of good Housekeeping.	
5	Quality Tools Basic quality tools with a few examples	

6.2 PRACTICAL TRAINING (ON-JOB TRAINING)

(BLOCK – I)

DURATION: 12MONTHS

GENERAL INFORMATION

DURATION : 12 MONTHS

GENERAL INFORMATION

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

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 Frontline Sales

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	Giving the client net positions with daily profit & loss & Send ledgers and profit and loss statements to clients
6	Placing orders (limit, market, stop loss etc.) On behalf of the clients
7	Follow up for cheque collection / online transfer for pay-in obligations & Take pay-out requests and follow up for pay-out obligations
8	Generate calls through technical charts & provide views to clients with the help of technical charts
9	Give the client updated news and economic changes
10	Call a client and introduce yourself, company and the product, follow up with them regularly to close the call
11	Filling the account opening forms and take the necessary signatures & Take the account opening cheque
12	Taking the required documents and completing the KYC requirements & Verification of KYC documents
13	Process the documents and get the Account opened
14	Process the documents and get the account opened & Give the client his trading and demat Account details
15	Guide the client on the procedure of investing / trading & Help them take positions in the market
16	Follow up with inactive customers

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.
Practical	100		100	70	2 hrs.
Trade Theory	100		100	70	2 hrs.
Grand Total	200		200	-	

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. Broking Houses
2. Commodity Exchanges
3. Mutual Fund Houses

TOOLS & EQUIPMENT FOR BASIC TRAINING
INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

TRADE:COMMODITIES FRONT DESK APPRENTICE
LIST OF TOOLS & EQUIPMENTS FOR 30 APPRENTICES

A. General equipment's:-

Sl. No.	Name of the items	Quantity (indicative)
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: COMMODITIES 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 short fall 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.