

## Commercial Training Modules

<b>S.No.</b>	<b>Description</b>
<b>1</b>	<b><u>Induction / Promotional Course for TEs</u></b>
<b>2</b>	<b><u>Induction / Promotional Course for ECRCs</u></b>
<b>3</b>	<b><u>Induction / Promotional Course for CCs</u></b>
<b>4</b>	<b><u>Induction / Promotional Course for CA (Initial)</u></b>
<b>5</b>	<b><u>Induction / Promotional Course for CA (Final)</u></b>
<b>6</b>	<b><u>Refresher Course for TE/TTEs</u></b>
<b>7</b>	<b><u>Refresher Course for ECRCs</u></b>
<b>8</b>	<b><u>Refresher Course for CCs</u></b>

**Training Module for Comm-1-Induction / Promotional Course  
for TEs**

<b>COURSE NO.</b> Comm-1	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION/TRAIN
<b>CATEGORY:-</b> TICKET EXAMINERS. <b>STAGE:-</b> INDUCTION THROUGH RRB/CG/SPORTS PROMOTION THROUGH DEPARTMENTAL EXAMINATION.  <b>DURATION- 24 Wkg. Days + 12 DAYS FC</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
<b>FC</b>	<b>FOUNDATION COURSE</b>	<b>72</b>
C-1/A	COACHING THEORY	70
C-1/B	COACHING PRACTICAL	50
C-1/C	CUSTOMER CARE	04
C-1/D	DISASTER MANAGEMENT	02
	STUDY TOUR	06
	EXAMINATION	12
	<b>TOTAL</b>	<b>144 +72(FC)</b>

**Training Module for Comm-2-Induction / Promotional Course  
for ECRCs**

<b>COURSE NO.</b> Comm-2	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> ENQUIRY – CUM-RESERVATION CLERK. <b>STAGE:-</b> INDUCTION THROUGH RRB/CG/SPORTS PROMOTION THROUGH DEPARTMENTAL EXAMINATION.  <b>DURATION-</b> 25 Wkg. Days + 12 DAYS FC		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
<b>FC</b>	<b>FOUNDATION COURSE</b>	<b>72</b>
C-2/A	COACHING THEORY	60
C-2/B	COACHING PRACTICAL	60
C-2/C	CUSTOMER CARE	04
	STUDY TOUR	06
	EXAMINATION	12
	TOTAL	150 +72(FC)

**Training Module for Comm-3-Induction / Promotional Course  
for CCs**

<b>COURSE NO.</b> Comm-3	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> COMMERCIAL CLERK <b>STAGE:-</b> INDUCTION THROUGH RRB/CG/SPORTS PROMOTION THROUGH DEPARTMENTAL EXAMINATION.  <b>DURATION- 20 Wkg. Days</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>DAYS</b>
C-3/A	COACHING THEORY	08
C-3/B	COACHING PRACTICALS	02
C-3/C	GOODS THEORY	08
C-3/D	GOODS PRACTICALS	02
	TOTAL	<b>20</b>

**Training Module for Comm-4-Induction / Promotional Course  
for CA Initial**

<b>COURSE NO.</b> Comm-4	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> COMMERCIAL APPRENTICE - <b>INITIAL</b> <b>STAGE:-</b> INDUCTION THROUGH RRB PROMOTION THROUGH DEPARTMENTAL EXAMINATION.  <b>DURATION- 50 Wkg. Days + 12 DAYS FC</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
<b>FC</b>	<b>FOUNDATION COURSE</b>	<b>72</b>
C-4/A	COACHING THEORY	90
C-4/B	COACHING PRACTICAL	80
C-4/C	GOODS THEORY	44
C-4/D	GOODS PRACTICAL	46
C-4/E	CUSTOMER CARE	04
	STUDY TOUR	12
	EXAMINATION	24
	<b>TOTAL</b>	<b>300 +72(FC)</b>

**Training Module for Comm-5-Induction / Promotional Course  
for CA (Final)**

<b>COURSE NO.</b> Comm-5	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> COMMERCIAL APPRENTICE - <b>FINAL</b> <b>STAGE:-</b> INDUCTION THROUGH RRB PROMOTION THROUGH DEPARTMENTAL EXAMINATION.  <b>DURATION- 50 Wkg. Days</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
C-5/A	ADVANCED COACHING THEORY	100
C-5/B	ADVANCED GOODS THEORY	100
C-5/C	TRANSPORTATION THEORY	50
C-5/D	CUSTOMER CARE	04
C-5/E	DISASTER MANAGEMENT	02
C-5/F	PERSONNEL – ESTABLISHMENT	20
	STUDY TOUR	06
	EXAMINATION	18
	<b>TOTAL</b>	<b>300</b>

**Training Module for Comm-6 REFRESHER Course for TE/TTEs**

<b>COURSE NO.</b> Comm-6	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION/TRAIN
<b>CATEGORY:-</b> TICKET EXAMINER / TTE <b>STAGE:-</b> REFRESHER COURSE AFTER EVERY 5 YEARS  <b>DURATION- 6 Wkg. Days</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
C-6/A	COACHING THEORY	24
C-6/B	CUSTOMER CARE	04
C-6/C	DISASTER MANAGEMENT	02
	EXAMINATION	06
	TOTAL	36

**Training Module for Comm-7 REFRESHER Course for ECRCs**

<b>COURSE NO.</b> Comm-7	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> ENQUIRY – CUM –RESERVATION CLERKS <b>STAGE:-</b> REFRESHER COURSE AFTER EVERY 5 YEARS  <b>DURATION- 6 Wkg. Days</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
C-7/A	COACHING THEORY	26
C-7/B	CUSTOMER CARE	04
	EXAMINATION	06
	<b>TOTAL</b>	<b>36</b>



**Training Module for Comm-8 REFRESHER Course for CCs**

<b>COURSE NO.</b> Comm-8	<b>DEPARTMENT</b> COMMERCIAL	<b>ACTIVITY CENTER</b> STATION
<b>CATEGORY:-</b> COMMERCIAL CLERKS <b>STAGE:-</b> REFRESHER COURSE AFTER EVERY 5 YEARS  <b>DURATION- 9 Wkg. Days</b>		
<b>MODULE NO.</b>	<b>DESCRIPTION</b>	<b>PERIODS</b>
C-8/A	COACHING THEORY	26
C-8/B	CUSTOMER CARE	04
C-8/C	UTS LAB	6
C-8/D	FOIS LAB	12
	EXAMINATION	06
	TOTAL	54