CURRICULUM
TSLC
Entrepreneurship Development

(Post-SLC Intake Program)

Council for Technical Education and Vocational Training

Curriculum Development Division
Sanothimi, Bhaktapur

Development in 2007, First Revision in 2015

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Introduction

This "Curriculum for TSLC in Entrepreneurship Development" is designed to produce competent"Enterprise Development Facilitator"equipped with skills, knowledge and attitudesin the field of entrepreneurship development. Graduates of this course will be capable to perform the enterprise development facilitator functions as per the need of government, semi-government, non-government and private organizations. There are ten subjects, which cover all related areas of the work of an Enterprise Development Facilitator. Though some basic and essential theoretical inputs have been included, yet the focus is given on enhancement of the required skills, enabling techniques and competency building.

This course is based on practical exposure in different areas as required. In every subject, topical explanations will be followed by demonstrations by instructors and in all tasks, trainees will be asked to practice by themselves through do-it-yourself/hands-on exercises so that they can internalize what they learn in the classroom. Duration of this course is 15 months including 3 months on the job training (OJT).

Course Title

TSLC in Entrepreneurship Development

Aims

The program aims is preparing competent basic level facilitators in the field of entrepreneurship development.

Objectives

After the completion of this curricular program, the graduates will be able to:
- Get employment as an Enterprise Development Facilitator in governmental, semi-governmental, non-governmental organization as well as other projects and programs.
- Start their own enterprise and create employment.
- Perform the work related to entrepreneurship development such as;
  - ➢ Assess target group
  - ➢ Provide entrepreneurship development trainings
  - ➢ Prepare business plan
  - ➢ Conductdifferent training programs
  - ➢ Facilitate to financing and applying appropriate technology
  - ➢ Coordinate marketing activities
  - ➢ Provide counseling services
  - ➢ Facilitate to manage conflict
  - ➢ Perform monitoring/ evaluation

Target group

The target group for this curricular program is all the interested individuals of the country with academic qualification of SLC pass.

Target location

The target location of this program will be all over Nepal.

Group size
The group size of this program is not more than 40 in a batch.

Entry Criteria
Individuals who meet the following criteria are allowed to enter into this   program:
- Should have passed SLC
- Should pass entrance examination administered by CTEVT
- Final selection will be made on the basis of merit list.

Medium of Instruction
The medium of instruction for this training program will be Nepali or English or both.

Course Duration
This course will be completed within 15 months/62 weeks/2040 hours (1560 hours in house training + 480 hours OJT). The 3 months (480 hours) OJT will be compulsory after completing the final exam.
- *Total theory hours=400*
- *Total practical hours= 1160*
- *Ratio of Theory and Practical (outreach practical only)=1:4*
- On the Job Training hours= 480
- Working hours = 40 hours per week.
- Academic weeks = 52 per year

Pattern of Attendance
The students should have 80% attendance in theory classes and 90% in practical/ performance classes to be eligible for internal assessments and final examinations.

Focus of the Program
This is a competency based curricular program. This program emphasizes on competent performance of the task specified in it. In this programme, approximately 80% time is allotted to the competencies and remaining is allotted to the related technical knowledge. Therefore, this curriculum is designed focussing on the performance of the specified competencies/tasks /skills included in this program.

Teacher and Student Ratio
- 1:10 for practical classes
- Depends on the nature of subject matter and class room situation for theory classes.
- Minimum of 75% of the teachers must be fulltime.

Instructors' Qualification
- Bachelor's degree in the related field
- Good communicative & instructional skills.
- Experience in the related field.

Instructional Media and Materials

The following instructional media and materials are suggested for the effective instruction and demonstration.

- Printed Media Materials (Assignment sheets, Case studies, Handouts, Information sheets, Individual training packets, Procedure sheets, Performance Check lists, Textbooks etc.).
- Non-projected Media Materials (Display, Photographs, Flip chart, Poster, Writing board etc.).
- Projected Media Materials (Opaque projections, Overhead transparencies, Slides etc.).
- Audio-Visual Materials (Audiotapes, Films, Slide-tape programs, Videodiscs, Videotapes etc.).
- Computer-Based Instructional Materials (Computer-based training, Interactive video etc.).

Teaching Learning Methodologies

The methods of teachings for this curricular program will be a combination of several approaches such as illustrated lecture, group discussion, demonstration, simulation, guided practice, practical experiences, fieldwork, report writing, tutoring, role-playing, heuristic and other independent learning.

- Theory: lecture, discussion, assignment, group work.
- Practical: demonstration, observation, guided practice and Self-practice.
- On the Job Training (OJT)

Evaluation Details

S.N.	Particulars	Internal Assessment	Final Exam	Pass %
1.	Theory	50%	50%	40%
2.	Practical	50%	50%	60%

- There should be 3 internal assessment within a course duration.
- Every student must pass in each internal assessment to appear the final exam.
- Continuous evaluation of the students' performance is to be done by the related instructor/ trainer to ensure the proficiency over each competency under each area of a subject specified in the curriculum.
- Related technical knowledge learnt by students will be evaluated through written tests.
- There will be three internal assessments and one final examination in each subject. Moreover, the mode of assessment and examination includes both theory and practical or as per the nature of instruction as mentioned in the course structure.
- Students should pass internal assessments both in theory and practical tests in all subjects.
- The ratio between the theory and practical tests will be 20:80 in case of a practical nature subject.
- The on-the-job training has to be evaluated keeping 300 as full marks. The evaluation of the performance of the student is to be carried out by the three agencies; the concerned institute, industry/organization where the student worked and the CTEVTOffice of the Controller of Examinations. Here, also the student has to score 60% or above for successful completion of the course.

Grading System

The grading system will be as follows:

Grading	Overall Marks
Distinction	80% or above
First division	75% to below 80%
Second division	65% to below 75%
Third division	Pass aggregate to below 65%

Certificate awarded

The council for technical education and vocational training will award certificate of "**Technical School Leaving Certificate in Entrepreneurship Development"** to those students who successfully completed all the requirements as prescribed by the curriculum.

Career Path

The graduates will be eligible to work in the position of EnterpriseDevelopment Facilitator in the government related organizations, NGO, INGO, projects/programmes or as prescribed by the public service commission or the concerned authorities of Nepal.

Course structure

Subjects and Modules	Nature	Hours/ week	Hours/ Year			Full marks		
			Th.	Pr.	Tot	Th.	Pr.	Tot
1. Introduction to Entrepreneurship Development	**T**	**2**	**78**		**78**	**50**		**50**
2. Enterprise Development Potentialities	**T + P**	**6**	**44**	**190**	**234**	**30**	**120**	**150**
3. Social Mobilization for Enterprise Development	**T + P**	**4**	**35**	**121**	**156**	**20**	**80**	**100**
1. Target group assessment and mobilization			16	60	76			
2. Gender equality and social inclusion			10	36	46			
3. Conflict management			9	25	34			
4. Entrepreneurship Development (SIYB) Training	**T + P**	**6**	**60**	**174**	**234**	**30**	**120**	**150**
1. Entrepreneurship development training skills			30	110	140			
2. Business plan			16	36	52			
3. Counseling services			14	28	42			
5. Access to market	**T + P**	**4**	**35**	**121**	**156**	**20**	**80**	**100**
6. Technical Skills and Appropriate Technologies	**T + P**	**4**	**35**	**121**	**156**	**20**	**80**	**100**
1. Technical skills training			20	64	84			
2. Appropriate technology			15	57	72			
7. Access to Finance	**T + P**	**4**	**35**	**121**	**156**	**20**	**80**	**100**
8. Capacity Development	**T + P**	**6**	**46**	**188**	**234**	**30**	**120**	**150**
1. Organizational development			10	40	50			
2. Basic computer skills			20	80	100			
3. Training of trainers			16	68	84			
9. Communication and Net-working	**T + P**	**2**	**16**	**62**	**78**	**10**	**40**	**50**
10. Monitoring and Evaluation	**T + P**	**2**	**16**	**62**	**78**	**10**	**40**	**50**
1. Monitoring and evaluation skills			8	31	39			
2. Documentation and reporting			8	31	39			
Sub-total:		**40**	400	**1160**	**1560**	**240**	**760**	**1000**
On the job training [OJT]	P			**480**	**480**		**300**	**300**
Total:			400	**1640**	**2040**	**240**	**1060**	**1300**

Note:
- Theory and practical ratio will be about 1: 4 or (20 %: 80 %)
- The hours and marks allocation for each subject will be based on 1: 4 (20%: 80%) ratio as above

Introduction to Entrepreneurship Development

Total: 78 hrs.
Theory: 78 hrs.

Description:
It consists of the generalknowledge related toentrepreneurshipdevelopment.

Objectives:
After its completion the trainees will beable to familiar with:
- small business/entrepreneurship
- qualities of a successful entrepreneur
- prevailing rules / regulations/ laws /acts related to the business/enterprise
- entrepreneurship development
- factors affecting the growth of entrepreneurship

Contents:

Unit 1: Overview of Entrepreneurship
- ❖ Definition of enterprise
- ❖ Importance of enterprise
- ❖ Types of business/ enterprise
    - ▪ on the basis of nature
    - ▪ on the basis of investment
    - ▪ on the basis of ownership
- ❖ Enterprise vs. income generation activities
- ❖ Causes of failure of business/enterprise
    - ▪ Failure symptoms
    - ▪ Causes of failure
    - ▪ Failure trend of micro and small enterprise in Nepal
- ❖ Concept of Entrepreneur
- ❖ Entrepreneur vs. enterprise
- ❖ Comparative advantages and disadvantages of salary based employee and entrepreneur
- ❖ Roles and Functions of entrepreneur
- ❖ Types and natures of entrepreneur
- ❖ Motivation and entrepreneurial dynamics
- ❖ Concept of Entrepreneurship
- ❖ Features of Entrepreneurship
- ❖ Role of Entrepreneurship in Economic Development
- ❖ Need for Entrepreneurship Development in Nepal
- ❖ Integrated approach to entrepreneurship development
- ❖ Concept of women Entrepreneurship and problems
- ❖ Growth of Entrepreneurship Development in Nepal
- ❖ Current scenarios of Nepalese Entrepreneurship development in Nepal
- ❖ Problems of Entrepreneurship Development in Nepal
- ❖ Factors affecting growth of entrepreneurship (entrepreneurship environment)
- ❖ Role of micro and small enterprise in economic development in Nepal

Unit 2: Government policies, Acts, laws related to enterprise in Nepal
- ❖ Government Policies and Acts for Entrepreneurship/ Enterprise Development in Nepal
- ❖ Rules /regulations / laws related to enterprise in Nepal
  - ➢ Industrial policy, 2067
  - ➢ Industrial enterprise Act
  - ➢ MEDPA 5 year's strategy plan
  - ➢ MEDPA operation guidelines
  - ➢ District enterprise development strategy plan preparation guidelines
  - ➢ Village enterprise development plan formulation guidelines
- ❖ Provision for forest based, food and beverage enterprise in Nepal
- ❖ Registration process of enterprise in Nepal

Unit 3: Efforts of Poverty Alleviation in Nepal
- ❖ Introduction
- ❖ Meaning and characteristics of Poverty
- ❖ Situation of Poverty in Nepal
- ❖ Planned Development and Efforts of Poverty Alleviation
- ❖ History of Planning and development in Nepal and current Development Plan
- ❖ Suggestions for Poverty Alleviation

Unit 4: Entrepreneurship competency Development
- ❖ Concept of Entrepreneurship competency
- ❖ Competencies of successful entrepreneurs
- ❖ Assessing Entrepreneurial competencies
- ❖ Concept of Entrepreneurship competency development
- ❖ Subjects of ECD programs
- ❖ Developing ECD programs
- ❖ Phases of ECD programs
- ❖ Need for Entrepreneurship competency Development
- ❖ Objective of Entrepreneurship competency Development
- ❖ Entrepreneurship competency development Models in Nepal
- ❖ MED model of MEDEP/UNDP
- ❖ Problems of ECD programs in Nepal

Unit 5: Institutional Support to Entrepreneurship Development
- ❖ Need for Institutional support for Entrepreneurship Development
- ❖ Institutional support to Entrepreneurs in Nepal
  - ▪ Institutional support to entrepreneurs in Nepal
  - ▪ Government agencies
  - ▪ Specialized agencies
  - ▪ Consultancy services
  - ▪ Institutional finance
  - ▪ Input supply
  - ▪ Marketing services
  - ▪ Industrial estates

Unit 6: Good governance
- ❖ Definition
- ❖ Objectives
- ❖ Importance
- ❖ Benefits
- ❖ Elements
- ❖ Procedures

Unit 7: Professional Ethics
- ❖ Introduction, importance and objectives of professional ethics
- ❖ Identifying professional ethics
- ❖ Application of the professional ethics
- ❖ Maintaining professional ethics

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- Englemann, R(ed.), *Small Business*, Stellagraphic.
- Manandhar, Devendra. *Entrepreneurship Development*. Published by CTEVT
- MEDEP reports and publications.
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- Dr. Govind Ram Agrawal,Entrepreneurship development, M K Publishers

Enterprise Development Potentialities

Total: 234 hrs.
Theory: 44 hrs.
Practical: 190 hrs.

Description:
Enterprises play vital role for the economic development of the country. Before starting the enterprise, it is necessary to study different potentialities areas. In this subject the skills and knowledge related tothe enterprise development potentialities are incorporated.

Objectives:
After its completion the trainees will be able:
1. To identify market center
2. To identify potential areas of resources
3. To assess utilization of the local resources
4. To assess quantity/quality of specific resource
5. To prepare resource map
6. To conduct existing skills, knowledge and technology survey
7. To conduct market potentiality survey
8. To assess needs of the potential entrepreneurs
9. To estimate the number of potential entrepreneurs/enterprises can be created
10. To develop action plan based on the above information
11. To familiarize with the concept of livelihoods
12. To familiarize with the concept of value chain in identified resources

Tasks:
1. Identify market center
2. Identify potential areas of resources
3. Assess utilization of the local resources
4. Assess quantity/quality of specific resource
5. Prepare resource map
6. Conduct existing skills, knowledge and technology survey
7. Conduct market potentiality survey
8. Assess needs of the potential entrepreneurs
9. Estimate the number of potential entrepreneurs/enterprises can be created
10. Develop action plan based on the above information
11. Familiarize with the concept of livelihoods
12. Familiarize with the concept of value chain in identified resources

Task structure

Task 1: Identify market center

Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Get assignment from office 3. Study the map of market center 4. Obtain required information related to market center 5. Study the information within the market center from secondary sources 6. Visit assigned market center 7. Visit with VDC chairperson, secretary, leaders, social workers, teachers and villagers and collect necessary information of market center. 8. Identify resource availability and market potentiality from the provided information.	**Condition (Given):** • Class room • Training manual • Map and district/village profile **Task (What):** Identify market center **Standard (How well):** • Required information within market center were collected and identified	**Market Center:** • Introduction of market and market center • Needs and importance of market center for enterprise development • Required information of MC for enterprise development. • Process of collecting information.

Required tools/equipment:
Safety:

Task structure

Task 2: Identify potential areas of resources

Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain the related manual 3. Study the manual 4. Enlist types of resources required for enterprise development 5. Visit assigned market center and program location. 6. Discuss with local people and list out the potential areas with resources. 7. Visit potential areas and observe the resources. 8. Collect portray of natural resources according to the types 9. Differentiate between renewable and non-renewable natural resources 10. Identify renewable and non-renewable natural resources 11. Enlist potential natural resources 12. Identify the potential areas of natural resources 13. Keep records	Condition (Given): • Class room • Training manual Task (What): Identify potential areas of resources Standard (How well): • Identification of potential areas with available resources done properly.	**Potential areas of resources**: • Introduction and importance of resources • Types of resources and natural resources • Importance of natural resources • Renewable and non-renewable natural resources and their differences • Potential areas of natural resources • Objectives and importance of identifying potential areas of natural resources • Recording

Required tools/equipment:
Safety:

Task structure

Task 3: Assess utilization of the local resources		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related training manual 3. Study the training manual 4. Travel to the field 5. Interact with the local people 6. Identify the local resources 7. Enlist the local resources 8. Verify the uses of local resources 9. Note down the information 10. Prepare a report 11. Follow precautions 12. Keep records	Condition (Given): • Class room • Field (village) • Local people • Training manual Task (What): Assess utilization of the local resources Standard (How well): • The utilization of local resources well assessed and assessment report prepared.	**Utilization of the local resources**: • Introduction of local resources • Advantages and disadvantages of the use of local resources • Importance of the utilization of local resources in enterprise • Observing the use /utilization of local resources in the locality • Assessment of the utilization of the local resources • Example • Precautions to be taken while assessing the utilization of the local resources • Recording

Required tools/equipment:
Safety:

Task structure

Task 4: Assess quantity/quality of specific resource		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related manual 3. Study the manual 4. Collect necessary formats 5. Collect all required material 6. Travel to the field 7. Interact with the local people. 8. Select the areas and sample size 9. Make inventory of the resource 10. Note down the quantity 11. Assess the quality 12. Prepare a field report 13. Follow precautions 14. Keep records	Condition (Given): • Class room • Field (village and resource available site) • Local people • Training manual Task (What): Assess quantity/quality of specific resource. Standard (How well): • Quantity/quality of specific resource were assessed and Assessment report prepared.	**Assessing quantity/quality of specific resource:** • Concept of resource, specific resource, quantity and quality • Importance of assessing the quantity and quality of specific resources • Identification of specific resource • Geographical and ecological location of the resource • Present status • Use of resource • Why and how to assess quantity/quality of specific resource? • Precautions to be followed while assessing quantity/quality of specific resource • Examples

Required tools/equipment:
Safety:

Task structure

Task 6: Prepare resource map		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related manual 3. Study the manual 4. Obtain a sample resource map 5. Collect all required material 6. Travel to the field 7. Inform to the local people and gather them in a particular place. 8. State the objectives. 9. Interact with them. 10. Select the area 11. Prepare resource map together with local people 12. Practice to make resource map 13. Prepare a field report 14. Follow precautions 15. Keep records	Condition (Given): • Class room • Field (village and resource available site) • Local people • Training manual • A sample of resource map Task (What): Prepare Resource map Standard (How well): Resource map prepared in a professional manner.	**Resource map**: • What is resource map? • What is participatory resource map? • Objectives, importance and application of resource maps • Components / elements of resource maps • Process of making resource map • Practices of making resource maps. • Participatory resource map • Precautions to be followed while preparing resource maps • Reading / interpreting resource maps • Examples

Required tools/equipment:
Safety:

Task structure

Task 7: Conduct existing skills, knowledge and technology survey		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related manual 3. Collect forms and format 4. Travel to field 5. Interact with community people 6. Collect required information 7. Fill the format 8. Verify the data with community people. 9. Prepare report.	**Condition (Given):** The class room, reading materials, sub sectors map, community and community people. **Task (What)** Conduct existing skills, knowledge and technology survey **Standard (How well):** Information of existing skills, knowledge and technology were collected and survey report prepared.	**Existing skills, knowledge and technology survey** • Introduction • Objectives • Importance • Process of collecting data

Required tools/equipment:
Safety:

Task structure

Task 8: Conduct market potentiality survey		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Read manual 3. Collect forms and format 4. Travel to the field 5. Interact with community. 6. Interact with existing entrepreneur and customer 7. Fill the formats 8. Obtain secondary data 9. Verify data 10. List potential enterprise 11. Prepare report	**Condition (Given):** The class room, reading materials, sub sectors map, **Task (What)** Conduct market potentiality survey **Standard (How well):** Market potentiality surveywere conducted and report prepared.	**Market potentiality survey** • Introduction • Importance • Process

Required tools/equipment:
Safety:

Task structure

Task 9: Assess needs of the potential entrepreneurs		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Read manual/guidelines/references 3. Collect forms and format 4. Travel to the field. 5. Interact with community/ individual. 6. Fill the formats/checklist 7. Analyze the data from format/ checklist. 8. Identify the need of potential entrepreneurs. 9. Prepare report.	**Condition (Given):** The class room, reading materials, sub sectors map, **Task (What)** Assess needs of the potential entrepreneurs **Standard (How well):** Needs of the potential entrepreneurs assessed and report prepared.	**Needs of the potential entrepreneurs** • Introduction • Importance • Process

Required tools/equipment:
Safety:

Task structure

Task 10: Develop action plan based on the above information		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect forms and format/Gantt Chart 3. List out the identify activities 4. Allocate time for the activities 5. Assign responsibility 6. Prepare action plan including what, when, where, how and by whom	**Condition (Given):** The class room, reading materials **Task (What)** Develop action plan based on the above information **Standard (How well):** Action plan developed and implemented.	**Action plan development** • Introduction • Importance • components of action plan • Gantt chart • Process of developing action plan

Required tools/equipment:
Safety:

Task structure

Task 11: Familiarize with the concept of livelihoods		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Read manual/references 3. Obtain baseline information 4. Familiarize with the elements of livelihoods 5. Explain the importance of livelihoods analysis in enterprise development 6. Explain the process of livelihoods analysis	**Condition (Given):** The class room, reading materials, **Task (What)** Familiarize with the concept of livelihoods **Standard (How well):** Students will familiar about the concept, importance, elements and process of livelihoods analysis.	**Concept of livelihood**: • Origin of the principle of livelihoods • Socio-economic and political understanding of development processes • Livelihood's objectives • Livelihood's core concepts • Livelihood's framework • Vulnerability context • Livelihood's assets • Policy institutions and processes • Livelihood's strategies • Livelihoods outcomes • Why livelihood's analysis • Major livelihood analysis tools

Required tools/equipment:
Safety:

Task structure

Task 12: Familiarize with the concept of value chain in identified resources		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Read manual/references 3. Understand data (primary & secondary. 4. Have a map of actors in value chain/sub sectors 5. Understand value added factors.	**Condition (Given):** Class room, a map of actors in value chain/sub sectors **Task (What)** Familiarize with the concept of value chain in identified resources **Standard (How well):** The actors in a value chain/ sub sector identified and a map prepared as per the given standard sample map of actors in value chain/sub sectors.	**Actors in value chain/sub sector**: • Concepts of value chain • Concepts of actors in value chain • Types of actors in value chain • Role, responsibilities and importance of actors in value chain • Methods of identification of actors in value chain • Related examples

Required tools/equipment:Reading materials on sub sectors
Safety:

Social Mobilization for Enterprise Development

Total: 156 hrs.
Theory: 35 hrs.
Practical: 121 hrs.

Description:
It consists of the skills and knowledge related to the areas of target group assessment and gender and social inclusion.

Objectives:
After its completion the trainees will be able:
- To assess target group and mobilize
- To provide training on gender and social inclusion
- To manage conflict in community level

Part 1: Target group assessment and mobilization
Part 2: Gender equality and social inclusion training
Part 3: Conflict management

Part1: Target group assessment and mobilization

Total: 76 hrs.
Theory: 16 hrs.
Practical: 60 hrs.

Description:
It consists of the skills and knowledge related to the target group assessment and mobilization in the related occupation. Each task structure consists of steps, terminal performance objective [TPO] and related technical knowledge concerned with the task.

Objectives:

After its completion the trainees will be able:
- To organize orientation program in the settlement / VDC
- To apply PRA / RRA to identify target group
- To carry out house hold survey
- To identify target participants
- To select participants
- To form entrepreneurs group
- To collect saving and mobilization
- To facilitate meeting
- To counsel for enterprise creation

Tasks:

1. Organize orientation program in the settlement/VDC
2. Apply PRA / RRA to identify target group
3. Carry out house hold survey
4. Identify target participants
5. Select participants
6. Form entrepreneurs group
7. Collect saving and mobilization
8. Facilitate meeting
9. Counsel for enterprise creation

Task structure

Task 1: Organize orientation program in the settlement/VDC		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Prepare for field work 3. Prepare orientation program schedule 4. Visit the targeted community 5. Inform community members/VDC/Municipality membersabout the program schedule 6. Establish /build rapport 7. Gathered villagers 8. Start the introduction program 9. Describe the objective of the program 10. Orient about the program 11. Clear the villagers' queries 12. Finish the program 13. Keep records	**Condition (Given) :** The community and the orientation program schedule/guidelines **Task (What):** Organize orientation in the settlement /VDC **Standard (How well):** • The orientation program organized in the settlement as per program schedule and guidelines to the satisfaction of the villagers	**Social Mobilization** ▪ Concept ▪ Needs ▪ Importance ▪ Components ▪ Tools **Organizing orientation program:** • Orientation: ▪ Concept ▪ Objectives ▪ Importance ▪ Process • Orientation program: ▪ Concept ▪ Planning ▪ Plan ▪ Schedule ▪ Guidelines • Records keeping

Required tools / equipment: Brown paper, A4 paper, pencil, pen, glue stick, marker pen, chalk, eraser, pencil sharpener.
Safety Precautions: Deal with the villagers politely based on the local culture

Task structure

Task 2: Apply PRA/ RRA to identify target group		
Performance steps	Terminal performance objective	Related technical knowledge
1. Select the essential tools of PRA/RRA 2. Select the target group/ participant 3. Select date, time and venue 4. Inform target group 5. Gather target group 6. Prepare checklist 7. Collect tools equipment and necessary materials 8. Apply essential tools 9. Prepare Social map, resource map, wellbeing ranking, mobility map, seasonal calendar, and Venn diagram 10. Collect required information 11. Present to villagers 12. Follow precautions 13. Keep records	**Condition (Given) :** Manual, Community **Task (What):** Apply PRA /RRA to identify target group **Standard (How well):** • PRA / RRA well applied to identify the target group in the community as per established criteria , standard and the manual	**PRA/ RRA:** • PRA/RRA: ▪ Concept ▪ Importance and application ▪ Principles / approaches ▪ Methods ▪ Stages ▪ Tools (Social map, resource map, wellbeing ranking, mobility map, seasonal calendar, Venn diagram) • Principles and procedures for conducting PRA/RRA • Writing PRA/RRA reports • Precautions to be followed • Records keeping

Required tools / equipment: Grain, Mud, Floor, flour, Colors, Stone; stick, Brown paper, Marker, paper, pencil, eraser, chalk,
Safety: Deal with the villagers politely based on the local culture

Task structure

Task 3: Carry out household survey		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect essential form for HH survey 3. Visit household for survey 4. Build rapport 5. State the objectives 6. Gather information from household members 7. Fill the information in the HH survey form 8. Thanks for valuable time and information 9. Prepare report.	**Condition (Given) :** Informant, Form **Task (What):** Carry out household survey **Standard (How well):** • Household survey well carried out and all the necessary information were collected as per standard format.	**Household survey:** • Concept • Need and importance • Method / Process • Principles and practices of HH survey • Filling information in the HH survey form • Precautions to be followed

Required tools / equipment: Form, pencil, pen, eraser, pencil sharpener.
Safety:

Task structure

Task 4: Identify target participants		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquired the filled HH survey form. 2. Analyze the family background. 3. Analyze willingness to establish the enterprise in family. 4. Analyze the wealth of family. 5. Analyze the income status of family. 6. Analyze expenditure of family. 7. Analyze the socio status of family. 8. Analyze the health hygienic status of family. 9. Analyze the willingness to establish the enterprise of person. 10. Analyze previous knowledge regarding the enterprise 11. Analyze investment capacity to start enterprise. 12. Analyze age factor 13. Analyze family support to run the business. 14. Analyze affiliation in groups, cooperatives, CBOs etc. 15. Prepare the summary report 16. Identify the participants	**Condition (Given) :** Household survey information **Task (What):** Identify the target participants. **Standard (How well):** Target participants identified should be based on the analysis of the information collected during the household survey.	**Target participants identification:** • Concept • Need to identify the target participant • Process /how to identify the target participant • Tools used to identify the target participants • Process and formula for PCI Calculation • Calculation of wealth • Calculation of the motives to undertake an enterprise • Summary report

Required tools / equipment: form, guideline
Safety:

Task structure

Task 5: Select participants		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect required information from HH survey form 3. Prepare score sheet 4. Compare Per capita income (PCI). 5. Compare willingness/age factor. 6. Select on the basis of scoring. 7. Inform to selected participant. 8. Meet with selected participant and conform his/her participation. 9. Submit the report to concerning organization.	**Condition (Given) :** HH survey form, score sheet sample,Selection guideline and a sample selection report. **Task (What):** • Select Participant • Make a selection report. **Standard (How well):** • The participants selected will be as per selection guidelines. • The selection report made be as per the given sample.	**Participants selection:** • Concept • Importance • Tools and techniques • Procedures • Scoring formula

Required tools / equipment: Score format, stationery, computer, calculator.
Safety:

Task structure

Task 6 : Form entrepreneurs group		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Identify potential entrepreneurs through the selection process as per MED model 2. Inform the entrepreneurs 3. Fix the venue of first meeting 4. Orient on advantage of group & group operation. 5. Facilitate to organize group meeting 6. Select executive committee including chairperson, secretary, treasurer and members among the group members 7. Form micro entrepreneurs /pre-cooperatives group 8. Facilitate to maintain minute and other records	**Condition(Given):** Class room, marker, white board, transparency sheet, overhead projector, social mobilization manual[1] **Task(What):** Form entrepreneurs group **Standard(How well):** • All process were followed for group formation. • Entrepreneurs group formed and activated.	**Entrepreneurs group formation:** • Concept of group • Advantagesand disadvantages of group • Process of group formation • Group operation • Fixing the agenda for meetings • Prioritization • Finding out possible solutions. • Action plan preparation. • Sustainability of group

Required tools / equipment:

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[1] Social mobilization manual developed by SAPAP

Task structure

Task 7: Facilitate to collect saving and mobilization		
Performance steps	Terminal performance objective	Related technical knowledge
1. Facilitate to conduct regular meeting 2. Fix the amount for deposit as per their capacity 3. Facilitate to prepare a guidelines for saving and credit 4. Facilitate to collect regular saving and credit mobilization 5. Facilitate to maintain passbook 6. Facilitate to maintain records	**Condition (Given) :** Saving group, **Task (What):** Collect saving and mobilization **Standard (How well):** Passbook and other record were maintain as per the developed guidelines.	**Saving and saving mobilization** • Introduction • Importance • Saving and credit mobilization procedure • Process of maintaining passbook. • Concept and importance of saving/credit guidelines

Required tools / equipment: Brown paper, A4 paper, pencil, pen, glue stick, marker pen, chalk, eraser, pencil sharpener.
Safety:

Task structure

Task 8: Facilitate meeting		
Performance steps	Terminal performance objective	Related technical knowledge
1. Facilitate to carryout pre meeting activity (Fix the date, venue and time, prepare agenda and inform to all members) 2. Facilitate to conduct the meeting (conduct meeting, start discussion on agenda wise, provide a chance to all member to keep their view, write down their views, make a common consensus for decision, write minute, take a signature in minute,provide vote of thanks to all) 3. Post meeting (Make action plan, Implement the decision) 4. Monitor the activity 5. Keep minute register safely.	**Condition (Given) :** Entrepreneurs group **Task (What):** Facilitate meeting **Standard (How well):** Meeting conducted in a professional manners.	**Meeting** • Introduction • Importance • Types **Meeting facilitation** • Concept • Importance • Process • Things to consider while facilitating the meeting **Meeting minutes** • Concept • Importance • Process of writing minutes

Required tools / equipment: Minute register, A4 paper, pencil, pen, glue stick, pencil sharpener.
Safety:

Task structure

Task 9: Counsel for entrepreneurs creation		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect required information 2. Explain the importance of enterprise. 3. Motivate potential MEs for enterprise creation 4. Explore the ideas on enterprise development	**<u>Condition (Given) :</u>** Potential MEs **<u>Task (What):</u>** Counsel for enterprise creation **<u>Standard (How well):</u>** Potential MEs will motivate and start their own enterprise	**<u>Counsel for enterprise creation</u>** • Introduction and importance of counseling • Importance of enterprise for livelihoods improvement

Required tools / equipment: Brown paper, A4 paper, pencil, pen, glue stick, marker pen, chalk, eraser, pencil sharpener.
Safety:

Part 2: Gender equality and social inclusion training

Total: 46 hrs.
Theory: 10 hrs.
Practical: 36 hrs.

Description:
It consists of the skills and knowledge related to gender and social inclusion in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To orient on right based approach (RBA)
- To provide awareness on legal advocacy
- To provide training on gender sensitization
- To provide training on social inclusion

Tasks:
1. Orient on right based approach (RBA)
2. Provide awareness on legal advocacy
3. Provide training on gender sensitization
4. Provide training on social inclusion

Task structure

Task 1: Orient on right based approach (RBA)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Prepare an orientation program on RBA 3. Prepare a schedule of the orientation program on RBA 4. Visit the targeted community 5. Inform community members about the program 6. Establish / build rapport 7. Gather the community members 8. Start the orientation program on RBA 9. Describe the objective of the program 10. Orient about the program(RBA) 11. Clear the participants' queries 12. Wrap up the program 13. Keep records	**Condition (Given) :** Reading materials **Task (What):** Orient on Right based Approach (RBA) **Standard (How well):** ▪ Carried out orientation on right based approach at satisfaction level of the participants.	**Orientation to right based approach (RBA):** • Right based Approach (RBA): ▪ Introduction ▪ Objectives ▪ Need /importance ▪ Principle/guidelines ▪ Right of the local people on local resources • Orientation to the right based Approach: ▪ Objectives ▪ Program/program schedule ▪ Orientation process • Precautions

Required tools / equipment:
Safety:

Task structure

Task 2: Provide awareness on legal advocacy		
Performance steps	Terminal performance objective	Related technical knowledge

1. Collect the related materials.
2. Acquire the data.
3. Find out the legal status related to male and female.
4. Analyze the legal status.
5. Prepare awareness program on advocacy
6. Design the session
7. Start the session from introduction, leveling and norms setting.
8. Aware to the participants about the legal matter adopted by the nation in enterprise sectors.
9. Discuss on fundamental right provided by constitution.
10. Discuss on special provision provided by nation to the females.
11. Wrap up the program
12. Keep records
	Condition (Given) :
	
	Classroom, teaching learning materials
	
	Task (What):
	
	Provide awareness on legal advocacy.
	
	Standard (How well):
	
	• Carried out awareness program on legal matter in the satisfaction level of participants.
		Awareness on legal advocacy:
		• Concept
		• Need and importance
		• Legal advocacy
		  ▪ Introduction
		  ▪ The legal matter adopted by the nation in enterprise sectors.
		  ▪ Special provision provided by nation to the females
		• Precautions
		• Records keeping

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper

Safety:

Task structure

Task 3: Provide training on gender sensitization		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect gender related matter. 2. Study / collect related information. 3. Prepare training program on gender sensitization 4. Ensure the participation 5. Start the session from introduction, leveling and norms setting. 6. Provide information on gender. 7. Provide information on role of men and women. 8. Provide information on socialization. 9. Provide information on access and control. 10. Provide information on approach on women development 11. Provide information on empowerment. 12. Provide information on equity and equality. 13. Provide information on positive discrimination. 14. Provide information on gender sensitivity. 15. Provide information Gender Responsive Budget/GESI budget and GESI audit 16. Provide information on training evaluation. 17. Finish the program 18. Follow precautions 19. Keep records	**Condition (Given) :** Manual, Classroom, and audiovisuals **Task (What):** • Provide training on gender sensitization • Provide information on gender sensitization. **Standard (How well):** • The training on gender sensitization well conducted by providing information on gender sensitization to the satisfaction of the participants clearing all their quarries in right time and manner.	**Training on gender sensitization:** • Gender sensitization: ▪ Concept ▪ Importance • Information on: ▪ Gender ▪ Role of men and women ▪ Socialization ▪ Access and control ▪ Empowerment ▪ Approaches on women development ▪ Equity and equality ▪ Positive discrimination ▪ Gender sensitivity ▪ Gender responsive budget/GESI budget and audit ▪ Training evaluation

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper
Safety:

Task structure

Task 4: Provide training on social inclusion		
Performance steps	Terminal performance objective	Related technical knowledge

1. Collect information and data.
2. Study / collect related information
3. Start the session from introduction, leveling and norms setting.
4. Gather participant.
5. Provide information on assessment of the national context on the basis of casts and religions
6. Provide information on inclusion / exclusion.
7. Provide information on barriers to inclusion.
8. Provide information on bargaining power.
9. Provide information on social analysis
10. Provide information on excluded.
11. Provide information on training evaluation.
12. Follow precautions
13. Keep records
	Condition (Given) :
	
	Class room, Manual, census data
	
	Task (What):
	
	• Provide training on social inclusion
	• Provide information on social inclusion
	
	Standard (How well):
	
	• The training on social inclusion well conducted by providing information on social inclusion to the satisfaction of the participants clearing all their quarries in right time and manner.
		Social inclusion:
		
		• Social inclusion :
		  ▪ Concept
		  ▪ Definition and purpose
		  ▪ Development
		  ▪ Importance
		• Information on:
		  ▪ Assessment of the national context on the basis of casts and religions
		  ▪ Inclusion and exclusion
		  ▪ Barriers to inclusion
		  ▪ Bargaining power
		  ▪ Social analysis
		  ▪ Excluded

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper, Picture
Safety:

Part3: Conflict management

Description:

It consists of the skills and knowledge related to conflict management in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:

After its completion the trainees will be able:

- To apply tools of do no harm (DNH)
- To apply SEDC tools
- To apply negotiation skills
- To play role of mediator
- To facilitate to minimize conflict

Tasks

1. Apply tools of do no harm (DNH)
2. Apply SEDC tools
3. Apply negotiation skills
4. Play role of mediator
5. Facilitate to minimize conflict

Task structure

Task 1:Apply tools of do no harm (DNH)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related learning materials 3. Study / analyze the learning materials 4. State the concept of DNH 5. Enlist the objectives of DNH 6. State the application of DNH 7. Identify tools of DNH 8. Identify components of the tools of DNH 9. Approach to the field 10. Identify situation when and where the tools can be applied 11. Apply the tools of DNH to minimize conflict 12. Take precautions 13. Keep records	**Condition(Given):** The related learning materials , the actual field and tools of DNH **Task(What):** Apply tools of do no harm (DNH) **Standard(How well):** • The tools of DNH identified and applied in right time, place, and situation taking all the necessary precautions.	**Conflict and conflict management** • Concept • Importance of conflict management • Tools of conflict management • Process of conflict management **Tools of do no harm (DNH):** • Do no harm (DNH): ▪ Concept ▪ Objective ▪ Application • Tool of do no harm (DNH): ▪ Concept ▪ Components ▪ Preparation ▪ Application ▪ Role in reducing conflict • Applying the tool of do no harm (DNH): ▪ Why, where, when, who and how to apply it

Task structure

Task 2: Apply safe and effective development in conflict (SEDC) tools		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related learning materials 3. Study / analyze the learning materials 4. State the concept of SEDC 5. Enlist the objectives of SEDC 6. State the application of SEDC 7. Identify SEDC tools 8. Identify components of the SEDC tools 9. Approach to the field 10. Identify situation when and where the tools can be applied 11. Apply the SEDC tools to minimize conflict 12. Take precautions 13. Keep records	**Condition (Given):** The related learning materials , the actual field and SEDC tools **Task (What):** Apply safe and effective development in conflict (SEDC) tools **Standard (How well):** • The SEDC tools identified and applied in right time, place, and situation taking all the necessary precautions to be taken.	**SEDC tools:** • SEDC: 　▪ Concept 　▪ Objective 　▪ Application • Tools of SEDC : 　▪ Concept 　▪ Components 　▪ Preparation 　▪ Application 　▪ Role in reducing conflict • Applying the SEDC tools: 　▪ Why, where, when, who and how to apply it

Task structure

Task 3:Apply negotiation skills		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related learning materials 3. Study / analyze the learning materials 4. Identify negotiation skills 5. Enlist negotiation skills 6. Define negotiation skills 7. Acquire negotiation skills 8. Practice negotiation skills 9. Improve negotiation skills 10. Use / apply negotiation skills to reduce conflict 11. Follow precautions 12. Keep records	**Condition(Given):** The related learning materials **Task(What):** Apply negotiation skills **Standard(How well):** • The negotiation skills identified, acquired, practiced, improved, and applied in right time, place, situation, and manner taking all the necessary precautions to be taken.	**Negotiation skills:** • Negotiation: ▪ Definition / concept ▪ Objectives ▪ Application • Negotiation skills: ▪ Concept ▪ Skills list ▪ Importance • Application: ▪ Acquiring negotiation skills ▪ Practicing negotiation skills ▪ Improving negotiation skills ▪ Using/ applying negotiation skills to reduce conflict ▪ Precautions to be taken while using/ applying negotiation skills to reduce conflict

Task structure

Task 4:Play role of mediator		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain related learning materials 3. Study / analyze the learning materials 4. State the concept of mediator 5. Enlist roles of mediator 6. Identify the situation that needs to play the roles of mediator 7. Approach to the situation 8. Exercise the roles of mediator 9. Improve the play of the roles 10. Apply them in real life situation 11. Follow precautions 12. Keep records	**Condition(Given):** The related learning materials **Task(What):** Play role of mediator **Standard(How well):** • The role of a mediator identified, practiced, and applied in right time, place, situation, and manner following all the necessary precautions.	**Role of mediator:** • Mediation: ▪ Concept ▪ objectives ▪ Application • Mediator: ▪ Concept ▪ Objectives • Role of mediator: ▪ Listing of roles ▪ Procedure of playing each role ▪ Need to exercising and improving the roles to be played by a mediator to minimize conflict • Precautions to be taken • Records keeping

Task structure

Task 5:Facilitate to minimize conflict		
Performance steps	Terminal performance objective	Related technical knowledge

1. Receive instruction
2. Obtain related learning materials
3. Study / analyze the learning materials
4. Obtain the indicators of conflict minimization
5. Approach to the conflicting situation
6. Contact conflicting parties
7. Apply various approaches of conflict minimization
8. Apply various tools of conflict minimization
9. Facilitate to minimize conflicts
10. Evaluate the indicators of conflict minimization
11. Follow precautions
12. Keep records
	Condition(Given):
	
	The related learning materials and indicators of conflict minimization
	
	Task(What):
	
	 Facilitate to minimize conflict
	
	Standard(How well):
	
	• Facilitated to minimize conflict as per the satisfaction of the indicators supplied
		Minimizing conflict:
		
		• Conflict:
		  ▪ Concept
		  ▪ Disadvantages
		• Conflict minimization:
		  ▪ Concept
		  ▪ Importance and need
		  ▪ Approaches and their application
		  ▪ Tools and their applications
		  ▪ Indicators
		• Precautions to be taken
		• Records keeping

Entrepreneurship development (SIYB) training

Total: 234 hrs.
Theory: 60 hrs.
Practical: 174 hrs.

Description:
It consists of the skills and knowledge of the areas related to entrepreneurship development training skills, businessplan preparation, and counseling services.

Objectives:
After its completion the trainees will be able to:
- provide entrepreneurship development trainings skills
- preparebusiness plan
- providecounseling services

Part 1:Entrepreneurship development training skills
Part 2:Business plan
Part 3:Counseling services

Part 1: Entrepreneurship development training skills

Total: 140 hrs.
Theory: 30 hrs.
Practical: 110 hrs.

Description:
It consists of the skills and knowledge related to entrepreneurship development in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able to:
- provide Micro Enterprise Awareness program
- provide Micro Enterprise creation training
- provide training on Micro Enterprise Assistance
- provide training of growing entrepreneur

Tasks:
1. Provide training of potential entrepreneurs (ToPE)
2. Provide training of starting entrepreneurs (ToSE)
3. Provide training of existing entrepreneurs (ToEE)
4. Provide training of growing entrepreneurs (ToGE)

Task structure

Task 1: Provide training of potential entrepreneurs (ToPE)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Gather participant. 2. Select the method. 3. Start the session from introduction, leveling and norms setting. 4. Conduct exercise on game module- 1 5. Discuss Enterprise, IG, and self-employment and importance of enterprise 6. Discuss characteristics of successful entrepreneurs and Assessing Entrepreneurial characteristics 7. Discuss relation between enterprise and family 8. Discuss Identification of business opportunities 9. Asses the participants commitment to do business 10. Provide opportunity for students to deliver the session on ToPE 11. Keep training record	**Condition (Given) :** Class room, training manual on micro enterprise assistance, and training materials **Task (What):** Provide training of potential entrepreneurs (ToPE) **Standard (How well):** The training on micro-enterprise creation as per SIYB manual well carried out providing all necessary relevant information to the satisfaction of the participant in right time and manner	**Training of potential entrepreneurs (ToPE):** • Definition • Importance • Objectives • Importance of enterprise • characteristics of successful entrepreneurs and assessing Entrepreneurial characteristics • Concept of basic business cycle through game module-1 • Relation between enterprise and family • Identifying the risk taking behaviors • Assessing business environment • Business identification and selection • Identification of business opportunities • Self-analysis • Training evaluation • Precautions

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper, Picture
Safety:

Task structure

Task 2: Provide training of starting entrepreneurs (ToSE)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Gather the participant. 2. Select the appropriate methods. 3. Start the session from introduction, leveling and norms setting. 4. Provide necessary information as per SIYB manual 5. Conduct exercise on game module- 2 6. Discuss business selection and facilitate in selecting business 7. Provide opportunity for students to deliver the session on ToSE.	**Condition (Given) :** Participant, trainer, class room, training materials **Task (What):** Provide training of starting entrepreneurs (ToSE) **Standard (How well):** The training of starting entrepreneur well carried out providing all the necessary relevant information to the satisfaction of the participant in right time and manner.	**Training of starting entrepreneur:** • Training of Starting entrepreneurs: ▪ Definition ▪ Objectives ▪ Method ▪ Process • Concept of demand and supply through game module- 2 • Knowledge to conduct game • Business Selection • Concept of Market and Marketing and Marketing Mix • Business Plan: Introduction, importance and components • Information on: ▪ Marketing Management ▪ Salesmanship ▪ Book Keeping ▪ Financial management ▪ Personal Management ▪ Preparation of action plan. ▪ Training evaluation.

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper, Picture
Safety:

Task structure

Task 3: Provide training of existing entrepreneurs (ToEE)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Gather the participant. 2. Select the appropriate methods. 3. Start the session from introduction, leveling and norms setting. 4. Conduct exercise on game module- 3. 5. Provide information on making product more saleable. 6. Provide information on determination of a product price. 7. Provide information on delivering the product to customer. 8. Provide information on attracting the customer for the product. 9. Provide information on arranging the working place. 10. Provide information on quality control. 11. Provide information on determination of quantity of product. 12. Provide information on cost deduction. 13. Provide opportunity for students to deliver the session on ToEE 14. Provide information on the preparation of action plan. 15. Provide information on training evaluation.	**Condition (Given) :** Participants, manual, classroom, training materials **Task (What):** Provide training of existing entrepreneurs (ToEE) **Standard (How well):** The training of existing entrepreneur well carried out providing all the necessary relevant information to the satisfaction of the participant in right time and manner.	**Training for existing entrepreneurs**: • Training for existing entrepreneurs**:** ▪ Definition ▪ Objectives ▪ Method ▪ Process • Concept of marketing mix and collaboration and negotiation through Game module- 3 ▪ Sales Strategy ▪ Promotion of product and services ▪ Sales Person ship ▪ Determination of a product price ▪ Delivering the product to customer ▪ Arranging the working place. ▪ Quality control. ▪ Determination of quantity of product. ▪ Basic book keeping.

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper, Picture
Safety:

Task structure

Task 5: Provide training of growing entrepreneurs (ToGE)		
Performance steps	Terminal performance objective	Related technical knowledge

1. Gather the participant.
2. Select the appropriate methods.
3. Start the session from introduction, leveling and norms setting.
4. Provide information on introduction of business expansion and upgrading.
5. Conduct exercise on game module-4.
6. Provide information on market expansion.
7. Provide information on analysis of competitor.
8. Provide information on increasing productivity and motivating workers to business.
9. Provide information on control of cost/ investment.
10. Provide information on selling and investment plan.
11. Provide information on planning of cash flow.
12. Provide information on preparing balance sheet.
13. Provide opportunity for students to deliver the session on ToGE
14. Follow precautions
15. Keep records
	Condition (Given) :
	
	Participant, trainer, class room, and manual
	
	Task (What):
	
	Provide training of growing entrepreneurs (ToGE)
	
	Standard (How well):
	
	The training for growing entrepreneurs as per manual will carry out providing all the necessary relevant information to the satisfaction of the participant in right time and manner.
		Training for growing entrepreneurs:
		
		• Growing entrepreneurs training:
		  ▪ Definition
		  ▪ Objectives
		  ▪ Method
		• Information on:
		  ▪ Introduction of business expansion and upgrading.
		  ▪ Concept on market expansion through game module -4.
		  ▪ Market expansion.
		  ▪ Analysis of competitor.
		  ▪ Increasing productivity and motivating workers to business
		  ▪ Product development
		  ▪ Control of cost/ investment.
		  ▪ Selling and investment plan.
		  ▪ Planning of cash flow.
		  ▪ Preparing balance sheet.
		• Precautions to be followed
		• Records keeping

Required tools / equipment: OHP, Meta card, Flip chart, Note pad, Pen, Marker, Masking tape, Picture, Board, Glue stick, White paper, Picture

References:
- Simple Book Keeping Manual   -IEDI
- Double entry book keeping training manual   - IEDI
- Marketing Management training manual   - IEDI
- Marketing in Nepal   - Dr. Govinda Ram Agrwal
- Selling skill improvement training   - IEDI
- Salesmanship training Manual   - IEDI
- Micro Enterprise Creation Training Manual   - IEDI
- New business creation training of trainers manual   - IEDI
- TOPE,TOSE, TOEE, TOGE of SIYB   - ILO, IEDI

Part2: Business plan

Description:
It consists of the skills and knowledge related to business planin the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To collect related information/data
- To prepare marketplan
- To prepare production plan
- To prepare expenditure plan
- To prepare financial plan
- To appraise business plan

Tasks:
1. Collect related information / data
2. Prepare market plan
3. Prepare production plan
4. Prepare expenditure plan
5. Prepare financial plan
6. Appraise business plan

Task structure

Task 1: Collect related data/information for business plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Select the business 2. Select the place 3. Identify of raw materials 4. Visit nearby market 5. Collect cost of raw materials 6. Identify skilled manpower & cost 7. Collect market demand & price 8. Collect information about suppliers of product 9. Collect information about the financial institutes 10. Keep records	**Condition (Given):** Market, office , room **Task (What):** Collect related information **Standard (How well):** • All the related and relevant information about the business plan were collected and recorded.	**Business Plan** • Introduction • Importance • Components • Process of preparing business plan **Collecting related information**: • Concept • Importance • Required information for business plan • Process of collecting information • Precaution should be taken while collecting information

Required tools/equipment:form, copy, pen
Safety:

Task structure

Task 2: Prepare market plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain sample marketing plan 3. Enlist components of the marketing plan 4. Develop a format of marketing plan 5. Collect all the information related to each components of the marketing plan 6. Fit the collected information into the format of the marketing plan 7. Review the marketing plan developed 8. Carry out grammatical / other corrections of the plan prepared 9. Complete the marketing plan 10. Follow precautions 11. Submit the plan 12. Get approval of the plan 13. Keep record	**Condition (Given):** A sample marketing plan **Task (What):** Prepare market plan **Standard (How well):** The marketing plan prepared should be as per the sample supplied.	**Market plan:** • Concept, importance, application and procedures for preparing a marketing plan • Components of business plan • Product information • Identification of the product • Fixing price • Fixing target market • Promotion of the product • Managing the target sale of the product

Required tools/equipment: copy, pen, collected information, calculator

Task structure

Task 3: Prepare production plan

Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain a sample of production plan 3. Enlist components of the production plan 4. Develop a format of production plan 5. Collect all the information related to each components of the production plan 6. Fit the collected information into the format of the production plan 7. Review the production plan developed 8. Carry out grammatical / other corrections of the plan 9. Complete the production plan 10. Follow precautions 11. Submit the plan 12. Get approval of the plan 13. Keep record	**Condition (Given):** A sample of production plan **Task (What):** Prepare production plan **Standard (How well):** • The production plan prepared should be inclusive of all the real information of all the components of a standard production plan based on the sample supplied.	**Production plan:** • Concept of production plan • Need and importance of production plan • Procedures for preparing production plan • Components of production plan • Information to be included in the plan • Precautions to be taken while developing the production plan • Records keeping

Required tools/equipment: copy, pen, collected information, calculator
Safety:

Task structure

Task 4: Prepare expenditure plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain a sample of cost plan 3. Enlist components of the cost plan 4. Develop a format of the cost plan 5. Collect all the information related to each components of the cost plan 6. Calculate various cost components as demanded by the format in use/developed 7. Calculate per unit cost of production 8. Prepare plan for raw materials cost 9. Prepare plan for labor cost 10. Prepare plan for others costs 11. Fit the collected information and calculations into the format of the cost plan 12. Review the cost plan developed 13. Carry out grammatical/ other corrections of the plan prepared 14. Complete the cost plan 15. Follow precautions 16. Submit the plan 17. Get approval of the plan 18. Keep record	**Condition (Given):** **A sample cost plan** **Task (What):** Prepare expenditure plan **Standard (How well):** • The cost plan prepared should be inclusive of all the real information of all the components of a standard cost plan based on the sample supplied.	**Preparation cost plan:** • Concept, importance, and application of cost plan • Procedures for preparing cost plan • Components of cost plan • Raw materials cost and its calculation • Labor cost and its calculation • Per unit production cost and its calculation • Concepts of others costs and their calculations[fixed/ overhead / indirect; and variable /direct costs] • Information to be included in the plan • Precautions to be taken while developing the cost plan • Records keeping

Required tools/equipment: copy, pen, collected information, calculator
Safety:
Reference: MECD/ SIYB manual

Task structure

Task 5: Prepare financial plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain a sample of financial plan 3. Enlist components of the financial plan 4. Develop a format of financial plan 5. Collect all the information related to each components of the financial plan 6. Identify the need of total cost (fix cost , variable cost , others) 7. Calculate total cost (fix, variable and others) 8. Specify source of capital 9. Calculate interest of loan(if loan need) 10. Fit the collected information into the format of the financial plan 11. Review the financial plan developed 12. Carry out grammatical/other corrections of the plan prepared 13. Complete the financial plan 14. Follow precautions 15. Submit the plan 16. Get approval of the plan 17. Keep record	**Condition (Given):** A sample of financial plan **Task (What):** Prepare financial plan **Standard (How well):** • Prepared financial plan should be inclusive of all the real information of all the components of a standard financial plan based on the sample supplied.	**Financial plan:** • Concept of financial plan • Need and importance of financial plan • Procedures for preparing financial plan • Components of financial plan • Information to be included in the financial plan • The needed of total cost (fix cost, variable cost , others) • Calculation of total cost (fix, variable and others) • Sources of capital • Calculation of interest of loan • Precautions to be taken while developing the financial plan • Records keeping

Required tools/equipment:copy, pen, collected information, calculator
Safety:
Reference: MECD/ SIYB manual

Task structure

Task 6: Appraise Business plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain a business plan 3. Obtain a sample business plan appraisal checklist 4. Enlist criteria for the appraisal of a business plan 5. Prepare a format of a business plan appraisal checklist 6. Prepare a business plan appraisal checklist 7. Carry out study of each components of the business plan 8. Appraise the business plan on the basis of the appraisal checklist 9. Prepare a report on business plan appraisal 10. Review the business plan appraisal report 11. Carry out grammatical / other corrections of the business plan appraisal report 12. Complete the business plan appraisal / report 13. Follow precautions 14. Submit the business plan appraisal report 15. Fellow precautions 16. Keep record	**Condition (Given):** A business plan and asample business plan appraisal checklist **Task (What):** Appraise Business plan **Standard (How well):** The business planappraisal should be done on the basis of the "sample business plan appraisal checklist" supplied.	**Appraisal of business plan:** • Introduction • Needs or importance • Principles • Components of appraisal • Process of preparing appraisal of business plan • Precautions to be followed • Records keeping

Required tools/equipment:
Safety:
Reference:

Part 3: Counseling services

Total: 42 hrs.
Theory: 14 hrs.
Practical: 28 hrs.

Description:
It consists of the skills and knowledge related to counseling services in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To perform coaching
- To perform counseling
- To perform consultancy

Tasks:
1. Perform coaching
2. Perform counseling
3. Perform consultancy

Task structure

Task 1: Perform coaching

Performance steps	Terminal performance objective	Related technical knowledge

1. Visit the entrepreneurs
2. Take time for counseling
3. Ask her/him about the present condition of the business
4. Collect information about the product & its cost
5. Collect the information about market & its problems
6. Take the information about manpower of the enterprise
7. Collect the information about the interest of people
8. Take the information about business plan
9. Take the information about the profit & loss of the business
10. Take the information about other problems [if any]
11. Find out specific problems
12. Keep all collected problems
13. Maintain confidentiality
14. Follow precautions
	Condition (Given):
	
	Counselor & entrepreneur, in the room , office
	
	Task (What):
	
	Perform coaching
	
	Standard (How well):
	
	Performed coaching in a professional manner and specific problems of entrepreneurs identified
		Counseling
		• Introduction
		• Objectives
		• Importance
		• Process
		• Steps of counseling
		
		Coaching
		• Introduction
		• Objectives
		• Importance
		• Process
		• Steps
		
		Problems Identification:
		• Concept
		• Objectives
		• Importance
		• Process
		  ○ Information/data collection
		  ○ Analysis of the information/data
		  ○ Identifying and stating the problems
		  ○ Prioritizing the problems
		• Precautions
		• Recordings

Required tools/equipment: copy, pen, etc.
Safety:
Reference: Counseling manual of SIYB/MECD

Task structure

Task 2: Perform counseling

Performance steps	Terminal performance objective	Related technical knowledge
1. Identify the main problems of the entrepreneur 2. Make agreement with the entrepreneur about the main problems 3. Ask for business improvement 4. Suggest to discuss with family for solution 5. Suggest a visit to collect peoples interest, products market & customers' demands 6. Suggest to visit helpers & supporters 7. Suggest to ask for help & support for the business who wants to help and support 8. Suggest to seek/create potential alternatives for solution of the identified problems 9. Follow precautions 10. Keep records	**Condition (Given):** Counselor, entrepreneur, & list of problems **Task (What):** Perform counseling **Standard (How well):** Counseling service provided to the entrepreneurs in their satisfaction level.	**Creating solution alternatives:** • Concept of solution alternatives • Principles and procedures of creating solution alternatives • Process / methods / techniques of counseling for creating solution alternatives • Precautions to be followed • Recordings

Required tools/equipment: copy, pen, etc
Safety:
Reference: Counseling manual of SIYB/MECD

Task structure

Task 3: Perform consultancy

Performance steps	Terminal performance objective	Related technical knowledge
1. Obtain the created potential alternatives 2. Facilitate to review /recreate more potential alternatives 3. Facilitate to discuss on the pros/benefits and cons of each potential alternative 4. Facilitate to evaluate each potential alternative in terms of available resources 5. Facilitate / help to choose the best alternative in terms of available resources 6. Follow precautions 7. keep records	**Condition (Given):** Counselor, entrepreneur & potential alternatives **Task (What):** Perform consultancy **Standard (How well):** Best alternative to solve the specific problems of the entrepreneurs were provided to the satisfaction level of the entrepreneurs.	**Consultancy** • Introduction • Objectives • Importance • Process **Selecting to the best alternatives**: • Introduction • Importance • Procedures for selecting the best alternative • Evaluation criteria for selecting alternative • Precautions • Recordings

Required tools/equipment: copy, pen, etc
Safety:
Reference: Counseling manual of SIYB/MECD

Access to Market

Total: 156 hrs.
Theory: 35 hrs.
Practical: 121 hrs.

Description:

It consists of the skills and knowledge related to access to market in the related occupation. Each task consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:

After its completion the trainees will be able to:

- familiar with market and marketing
- perform the following task related to market and marketing

Tasks:
1. Survey the market of different products in different levels
2. Facilitate to organize interaction programs
3. Facilitate to ensure sales of the products (goods and services)
4. Facilitate to design products
5. Facilitate to grade products
6. Facilitate to brand product
7. Facilitate to pricing the product
8. Facilitate to establish distribution channel
9. Facilitate to conduct B2B (business to business) linkage
10. Facilitate to package product
11. Facilitate to perform promotional activities
12. Facilitate to establish sales/market outlets
13. Facilitate to apply sub-contracting mechanism among micro, small, medium and large enterprise
14. Facilitate to organize exposure visits
15. Facilitate to organize and participate exhibition /trade fair
16. Facilitate to aware product and market policy of Nepal

Task structure

Task 1: Survey the market of different products in different levels		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction. 2. Obtain survey form 3. Visit to potential market 4. Identify potential key important informants (KII) 5. Identify sample size of KII 6. Introduce and orient KII on market survey 7. Fill in the survey format. 8. Revisit the filled format 9. Compile the information from filled survey format 10. Analysis data and information 11. Prepare the report	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, market survey form **Task (What):** Survey the market of different products in different levels **Standard (How well):** • The market survey well done as per the market survey form provided.	**Market** • Concept, types, importance, **Marketing** • Definition • Importance • Types **Market Survey** • Concept • Importance • Meaning of KII and sample size • Market survey tools • Process

Required tools / equipment:

Task structure

Task 2: Facilitate to organize interaction programs with buyer and sellers		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Define the objectives of interaction program 3. Prepare the schedule and contents of interaction 4. Identify KII (buyers and sellers, producers / entrepreneurs) 5. Fix the venue and manage the necessary arrangement 6. Invite KII 7. Welcome and introduce the participants 8. Orient on the objectives of program 9. Start discussion 10. Record the decision made by the interaction. 11. Prepare the report 12. Submit report to the concern agencies and partner	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, **Task (What):** Facilitate to organize interaction program with buyer and sellers **Standard (How well):** • Interaction program was organized as per the schedule. • Objectives of the program was clearly define • The decisions of the interaction program well recorded and reported.	**Interaction programs:** • Concept, needs and importance. • Process of conducting interaction program. • Required skills and tools for facilitation of interaction program • Role of facilitator to organize the interaction program. • Process of report writing

Required tools / equipment:

Task structure

Task 3: Facilitate to ensure sales of the products (goods and services)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Ensure the quality and of products 2. Ensure the quantity of the product 3. Facilitate on competitive price packaging and labeling. 4. Facilitative on product promotion and circulation 5. Strengthen supply chain through trading entrepreneurs	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, **Task (What):** Facilitate to ensure sales of the products (goods and services) **Standard (How well):** Sales of the goods increased after the facilitation process.	**Ensure sales of the products** • Meaning and importance of sales of the goods • Understanding on product quality, quantity, labeling packaging • Productivity and price competitiveness • Supply chain • Product promotion

Required tools / equipment:

Task structure

Task 4: Facilitate to design product		
Performance steps	Terminal performance objective	Related technical knowledge

1. Visit entrepreneurs (producer)
2. Orient them on new product development process and strategies
3. Support and counsel them on product design on:
   o Color
   o Weight
   o Size
   o Packaging
   o price
   o market demand
4. Follow up and feedback on the product design
	Condition (Given):
	
	Class room, marker, white board, transparency sheet, overhead projector
	
	Task (What):
	
	Facilitate to design product
	
	Standard (How well):
	
	• The product designing should be in terms of color, weight, size, and packaging**.**
		Product Design:
		• Meaning of product (goods and services)
		• Meaning of new product and new product development process
		• Concept and importance of product design
		• Process of product design.
		• Precaution for product design
		• Product policy and strategies

Required tools / equipment: dairy, Pen and file bag

Task structure

Task 5: Facilitate to grade products		
Performance steps	Terminal performance objective	Related technical knowledge
1. Visit to the entrepreneurs 2. Facilitate to identify the products that needs to grade 3. Facilitate to standardize the product [i.e. A, B, C…grades] 4. Facilitate to identify and procure grading tools and technology. 5. Facilitate to grade the product as per standard decided 6. Follow precautions 7. Keep records	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, **Task (What):** Facilitate to grade products **Standard (How well):** • The entrepreneurs well facilitated to grade the products on the basis of commonly used standard of grading system.	**Grading the product** : • Concept of grading the product • Advantages of grading • Process of grading • Technology needs for grading • Benefit analysis of grading and non-grading product

Required tools / equipment:

Task structure

Task 6: Facilitate to brand the product		
Performance steps	Terminal performance objective	Related technical knowledge
1. Visit to the entrepreneur / group 2. Identify entrepreneur 3. Select the product for branding 4. Orient them on the importance of branding the product 5. Facilitate to licensing and certification of the products (edible products through DFTQC) 6. Facilitate to select brand name 7. Facilitate and support to register brand	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, **Task(What):** Facilitate to brand the product **Standard (How well):** • The entrepreneur facilitated to brand the product fulfilling all the necessary legal requirements of the country in right time and manner.	**Branding the product:** • Meaning of brand and branding • Importance of brand • Selection of good brand • Branding strategies • Process of registering the brand in Nepal

Required tools / equipment:

Task structure

Task 7: Facilitate to pricing the product		
Performance steps	Terminal performance objective	Related technical knowledge

1. Receive instruction
2. Obtain case to be studied
3. Review selling price of the product
4. Support to ensure market competitive price of the product
5. Apply different methods of pricing the products
6. Keep records
	Condition (Given):
	Class room, marker, white board transparency sheet, overhead projector, case study
	
	Task (What):
	Facilitate to pricing the product
	
	Standard (How well):
	
	• Pricing of the product should be done based on the inclusive of per unit cost of the product plus judicial profit margin.
		Pricing the product:
		• Concept of pricing
		• Pricing objectives
		• Factors to be considered when pricing the product
		• Methods of pricing:
		  o Cost oriented pricing methods
		  o Competition oriented pricing methods
		  o Demand oriented pricing methods
		• Precautions
		• Recordings

Required tools / equipment: dairy, Calculator, pen and file bag

Task structure

Task 8: Facilitate to establish supply chain (distribution channel)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Visit to entrepreneurs 2. Assess the present supply chain 3. Analyze the cost / benefit of existing supply chain 4. Identify the issues on distribution channels 5. Orient/ counsel the entrepreneurs on supply channel structure, design and selection strategies. 6. Follow up the ME and provide necessary feedback	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector **Task (What):** Facilitate to establish supply chain (distribution channel) **Standard (How well):** The entrepreneurs well facilitated to establish channels for product distribution taking all the necessary precautions well in advance.	**Supply chain** • Concept and importance of supply chain and value addition • Role of supply chain • Supply chain structure • Supply chain design and selection strategies • Evaluation of channels

Required tools / equipment: dairy, Calculator, Pen and file bag

Task structure

Task 9: Facilitate to package the product		
Performance steps	Terminal performance objective	Related technical knowledge
1. Visit to the entrepreneurs 2. Select the product 3. Assess the existing packaging status 4. Orient on packaging concept, strategies and characteristics 5. Follow up and counsel 6. Follow precautions 7. Keep records	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, **Task (What):** Facilitate to package the product **Standard (How well):** Products looks more attractive and sells of the products increased.	**Packaging the product:** • Concept and meaning of packaging • Objectives of packaging • Characteristics of good packaging • Packaging strategies

Required tools / equipment:

Task structure

Task 10: Facilitate to conduct B2B (business to business) linkage		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Get information of product quantity, quality, packaging, labeling 3. Identify the distance of the local buyer to be linked for market access 4. Facilitate meeting between buyer and seller 5. Facilitate to seller sample of product to be link 6. Facilitate to make a deal and sign a contract in design terms and conditions for supply and delivery of products between B2B.	**Condition (Given):** List of business with their products **Task (What):** Facilitate to conduct B2B (business to business) linkage **Standard (How well):** Contract sighed between buyer and seller.	**B2B linkage:** • Concept and importance of B2B linkage • Process of establishing B2B linkage • Backward and forward linkage • designing a writing a contract for business deal • Knowledge of terms and condition of contract

Required tools / equipment: Dairy, calculator, pen and file bag

Task structure

Task 11: Facilitate to perform promotional activities		
Performance steps	Terminal performance objective	Related technical knowledge

1. Visit to the entrepreneurs
2. Select the product
3. Analyze the market share of the product
4. Find out the better option of promotion (marketing mix) for the selected product
5. Orient /counsel the entrepreneurs on the promotional strategies
6. Follow up the activities
	Condition (Given):
	Class room, marker, white board transparency sheet, overhead projector,
	
	Task (What):
	Facilitate to perform promotional activities
	
	Standard (How well):
	• The entrepreneurs were facilitated to carry out promotional activities taking all the necessary measures.
		Promotional activities:
		• Meaning and objectives of promotion
		• Communication :
		  o Objectives
		  o Process
		  o Steps of developing effective communication
		• Marketing Mix and strategies
		• Selection of promotional tools
		• Review of promotional tools

Required tools / equipment: Dairy, Calculator, pen and file bag

Task structure

Task 12: Facilitate to establish sales/market outlet		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Facilitate to study market potentiality for sales outlet. 3. Identify products to be sold. 4. Identify supply chain. 5. Identify the location for sales outlet. 6. Design outlook of sales outlet. 7. Identify the legal framework sales outlet. 8. Support to make a business plan and establish sales outlet. 9. Facilitate to prepare outlet operating guidelines 10. Facilitate to prepare proposal to establish outlet 11. Facilitate to coordinate with different line agencies for support 12. Facilitate to register the outlet	**Condition (Given):** Sample guideline and proposal of sales outlet **Task (What):** Facilitate to establish sales/market outlet **Standard (How well):** Facilitated to establish sales outlet.	**Sales/market outlet Establishment:** • Concept of sales outlet • Importance of sales outlet • Process of establishing sale outlet • Legal framework of business shop • Concept, needs and importance of outlet operating guidelines • Components of operational guidelines • Process of preparing operating guidelines

Required tools / equipment: Dairy, calculator, pen and file bag

Task structure

Task 13: Facilitate to apply sub-contracting mechanism among micro, small, medium and large enterprise		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. List out related SML enterprise 3. Facilitate for meeting with SMLE 4. Facilitate to prepare sub-contracting documents 5. Facilitate to share the documents with concern agencies 6. Facilitate to sign agreement 7. Keep records	**Condition (Given):** Sample sub-contracting documents **Task (What):** Facilitate to apply sub-contracting mechanism among micro, small, medium and large enterprise **Standard (How well):** Able to establish sub-contracting mechanism	**Sub-contracting mechanism:** • Concept and importance • Backward and forward linkage • Buy back guaranty • Benefits • Terms and condition • Best practices

Required tools / equipment: Dairy, calculator, pen and file bag

Task structure

Task 14: Facilitate to organize exposure visit		
Performance steps	Terminal performance objective	Related technical knowledge
1. Define the objectives of the exposure visit 2. Identify the site for exposure visit 3. Select the participants 4. Prepare the schedule 5. Inform the participants about the site scheduled to visit 6. Manage the logistic arrangement of participants (transportation, lodging food, stationary and interaction program) 7. Visit the site along with participants 8. Facilitate for interaction 9. Facilitate to prepare the report of the visit	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector, market survey form **Task (What):** Facilitate to organize exposure visit **Standard (How well):** Facilitated to organize an exposure visit taking all the necessary precautions in right time, place and manner based on the schedule developed.	**Exposure visit:** • Meaning and concept of exposure visit • Objectives of exposure visit • Advantage and challenges of exposure visit • Reporting

Required tools / equipment: Dairy, pen and file bag

Task structure

Task 15: Facilitate to organize and participate exhibition/ trade fair		
Performance steps	Terminal performance objective	Related technical knowledge
1. Facilitate to interact with partners 2. Fix the exhibition / trade fair site 3. Identify the product and producer for the exhibition 4. Arrange the promotional activities (i.e. pamphlet, announcement and through other medias) 5. Prepare the program and its schedule 6. Facilitate to develop product standard (Quantity, quality, packaging, labeling) 7. Facilitate to manage the stalls 8. Facilitate for customer registration and suggestion 9. Facilitate to inform the entrepreneurs 10. Facilitate to maintain B2B log book. 11. Keep records	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector **Task (What):** Facilitate to organize and participate exhibition/ trade fair **Standard (How well):** • Well facilitated to participate and organize exhibition and trade fair in accordance with objectives of exhibition and trade fair.	**Exhibition and trade fair:** • Meaning and concept of exhibition/trade fair • Management of exhibition • Partnership on exhibition • Product promotion • B2B linkage

Required tools / equipment:

Task structure

Task 16: Familiarize with implication of policy environment in product and market		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Facilitate to aware on GON's existing policies on the product and market. 3. Support to get aware on sector policy (eg; Agriculture, forest, trading, tourism, technology, IT) 4. Support to aware on tariff and non-tariff barrier.	**Condition (Given):** Class room, marker, white board, transparency sheet, overhead projector **Task (What):** Familiarize with implication of policy environment in product and market **Standard (How well):** • Well facilitated to familiarize.	**Implication of Product and market policy environment:** • Trade specific policy • Tariff and non-tariff barrier

Required tools / equipment:

References:

- Agrawal, Govinda Ram, *Fundamentals of Marketing*, M K Publisher and Distributor, Kathmandu
- K.C., Fatta Bahadur, *Fundamental Principles of Marketing*, Sukunda Pustak Bhawan, Kathmandu
- Amatya, Surendra Keshar and Thapa, Gopal, *Fundamentals of Advertising*, Khanal Books & Stationery, Kathmandu
- Thapa, Gopal, *Dictionary of Marketing*, Buddha Academic Enterprises, Kathmandu
- Network Development for Market Promotion – Training manual for small industry, CEBUD, Swiss contact, SIPP
- Kotler, Philip and Armstrong, Gary, *Principles of Marketing*, Prentice Hall of India, New Delhi
- Marketing management and strategy II edition 2052 - K N Shershta
- Network development for market promotion – training manual for small industry – Developed by CEBUD, Swiss contact, SIPP

Technical Skills and Appropriate Technologies

Total: 156 hrs.
Theory: 35 hrs.
Practical: 121 hrs.

Description:
It consists of the skills and knowledge of the areas related to technical skills training andappropriate technology.

Objectives:
After its completion the trainees will be able:
* To manage technical skills training
* To facilitate to apply appropriate technology

Part 1: Technical skills training
Part 2: Appropriate technology

Part 1: Technical Skills training

Total: 84 hrs.
Theory: 20hrs.
Practical: 64 hrs.

Description:
It consists of the skills and knowledge related to technical Skills training in the related occupation. Each task structure consists of steps, terminal performance objective [TPO] and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To conduct rapid market appraisal (RMA)
- To perform mapping of skill training providing institutions
- To identify potential skills training providing institutions
- To prepare roster of skilled trainers
- To prepare training proposal
- To manage the training
- To prepare training completion report

Tasks:
1. Conduct rapid market appraisal (RMA)
2. Perform mapping of skill training providing institutions
3. Identify potential skills training providing institutions
4. Prepare roster of skilled trainers
5. Prepare training proposal
6. Manage the training
7. Prepare training completion report

Task structure

Task 1: Conduct rapid market appraisal (RMA)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive the instruction 2. Understand objectives of RMA 3. Identify key important information (KII) 4. Prepare semi structured questionnaires/checklist for KII 5. Collect data from field 6. Tabulate data 7. Analyze data 8. Identify market supply, demand and gap 9. Prepare and submit the report	**Condition (Given):** RMA tools **Task (What):** Conduct rapid market appraisal (RMA) **Standard (How well):** RMA report prepared indicating the supply and demand gap in the market	**Rapid Market Appraisal** : • Concept, objectives and importance • Process of RMA • Understating market demand supply gap analysis • Designing interview questionnaire • Data tabulation and presentation

Required tools/equipment: Location, hall, manual, hands out, marker, white board, brown paper, A4 paper, OHP, training materials, bags
Safety:

Task structure

Task 2:Perform mapping of skill training providing institutions		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive the instruction 2. Design forms and formats for data collection 3. Collect data from secondary sources 4. List out the number of training institutions 5. Visit institutions 6. Collect data 7. Tabulate data 8. List out number of available course in each training institution 9. Prepare roster of skill training providing institution with their areas and capacity	**Condition (Given):** Secondary data, forms and formats **Task (What):** Perform mapping of skill training providing institutions **Standard (How well):** Detail information of skills training providing organization collected	**Mapping of skill training institutions** : • Concept, Objectives and importance of mapping • Process of mapping

Required tools/equipment: Location, hall, manual, hands out, marker, white board, brown paper, A4 paper, OHP, training materials, bags
Safety:
Reference: SIYB Training manual Part I

Task structure

Task 3: Identify potential skills training providing institutions		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive the instruction 2. Collect the list of institution with detail information from mapping 3. Prepare selection criteria. 4. Analyze the technical and financial status of the training institutions 5. Assess capacity of the institution such as; hall, equipment, raw materials, curriculum, manual, trainers, experience, training providing capacity, etc. 6. Make comparison chart of the different institution. 7. Select the best one.	**Condition (Given):** Forms, formats, mapping chart **Task (What):** Identify potential skills training providing institutions **Standard (How well):** Able to select skills training providing institutions.	**Potential skills training institution :** • concept, objectives, importance • Process of developing selection criteria • Process of assessing training facility

Required tools/equipment: Location, hall, manual, hands out, marker, white board, brown paper, A4 paper, OHP, training materials, bags
Safety:

Task structure

Task 4: Prepare roster of resource person		
Performance steps	Terminal performance objective	Related technical knowledge

1. Get instruction
2. Prepare documents for advertisement
3. Publish advertisement.
4. Collect CV
5. Prepare detail information sheet of resource persons from collected CV
6. Categorize/ classify the different types of RP
7. Prepare RP record file
8. Band the RP record file
9. Manage e-copy of resource person.
	Condition (Given):
	Office, enterprise, information collection materials
	
	Task (What):
	Prepare roster of resource person
	
	Standard (How well): Roster of the resource person well prepared, filed and stored in the easily accessible location.
		Roster of resource person:
		
		• Concept of:
		  ▪ Resource person
		  ▪ Curriculum Vitae
		  ▪ RP record file
		• Roster:
		  ▪ Concept
		  ▪ Importance
		  ▪ Objectives
		  ▪ Application
		• Process of the preparation of roster

Required tools/equipment: copy, pen, telephone, formats, computer, etc.
Safety:

Task structure

Task 5: Prepare training proposal		
Performance steps	Terminal performance objective	Related technical knowledge
1. Get instruction 2. Collect required information 3. Fix date, time and venue for training. 4. Prepare training proposal including all components. 5. Prepare budget 6. Get approval. 7. Keep records	**Condition (Given):** Sample proposal **Task (What):** Prepare training proposal **Standard (How well):** Skills training proposal prepared as per the given sample.	**Training Proposal Preparation:** • Introduction • Objectives • Importance • Components • Process

Required tools/equipment: copy, pen, computer, sample formats, etc.
Safety:

Task structure

Task 6: Manage the training		
Performance steps	Terminal performance objective	Related technical knowledge
1. Obtain training curriculum 2. Prepare plan for conducting the training as per the curriculum 3. Select participants 4. Fix the date & venue of training 5. Estimate training cost 6. Obtain budget of training 7. Inform participants & trainers Collect the materials for training 8. Prepare opening & closing program of training 9. Facilitate to open the training 10. Facilitate to start the training 11. Facilitate the training 12. Evaluate the training (periodical test) 13. Conduct skill test through NSTB 14. Finish the training 15. Facilitate to close the training 16. Prepare/distribute the certificate 17. Keep records	**Condition (Given):** Training curriculum and recourse persons **Task (What):** Manage the training **Standard (How well):** The training should be manage in accordance with the training proposal and curriculum.	**Training:** • Training plan and schedule • Training budget • Selection and availability of participants and trainers • Managing the training activities • Conducting the training • Training evaluation and follow ups • Skill test

Required tools/equipment: training materials, copy, marker, board, paper, etc
Safety:
Reference:

Task structure

Task 7: Prepare training completion report	

Performance steps	Terminal performance objective	Related technical knowledge
1. Get instruction 2. Collect required information 3. Prepare training completion report including all components. 4. Submit the report to the concern agencies 5. Keep records	**Condition (Given):** Sample report **Task (What):** Prepare training completion report **Standard (How well):** Skills training completion report prepared as per the given sample.	**Training completion report Preparation:** • Introduction • Objectives • Importance • Components • Process

Required tools/equipment: copy, pen, sample formats, computer, etc.
Safety:

Part 2: Appropriate technology

Total: 72 hrs.
Theory: 15 hrs.
Practical: 57 hrs.

Description:
It consists of the skills and knowledge related to appropriate technology in the related occupation. Each task structure consists of steps, terminal performance objective [TPO] and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To Perform mapping of appropriate technology service providers
- To conduct survey to identify trade/sector for appropriate technology development/improvement/introduction
- To prepare roster of experts related to appropriate technology
- To facilitate to select appropriate technology
- To facilitate to acquire skills of appropriate technology
- To facilitate to use the appropriate technology
- To facilitate to analyze the status difference [before and after status]
- To facilitate to generate fund for repair and maintenance

Tasks:
1. Perform mapping of appropriate technology service providers
2. Conduct survey to identify trade/sector for appropriate technology development/improvement/introduction
3. Prepare roster of experts related to appropriate technology
4. Facilitate to select appropriate technologies
5. Facilitate to acquire skills of appropriate technologies
6. Facilitate to use the appropriate technologies
7. Facilitate to analyze the status difference (before and after)
8. Facilitate to generate fund for repair and maintenance

Task structure

Task 1:Perform mapping of appropriate technology service providers		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Receive instruction 2. Design forms and formats for data collection 3. Collect data from secondary sources such as website, newspaper 4. Visit AT service provider institution 5. Collect required information such as; types of technology, cost of technology, etc. 6. Tabulate data 7. Analyze data 8. Prepare report	**Condition (Given):** Classroom, training manual, computer facility with internet **Task (What):** Facilitate to identify appropriate technologies service provider **Standard (How well):** List of potential AT service providers prepared.	**Appropriate technology (AT):** • Introduction of AT. • Concept of mapping • Concept, importance and application of AT • Types of AT • Sources of AT • Use of AT • Process of collecting information on AT service providers

Required tools/equipment: Radio, TV, Newspaper, copy, innovations book, technology book etc
Safety:
Reference:

Task structure

Task 2: Conduct survey to identify trade/sector for appropriate technology development/improvement/introduction		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Receive instruction 2. Design forms and format for data collection 3. List out existing trade and sector and number of ME working 4. Select trade sector	**Condition (Given):** Classroom, manual, Technology related books and manual **Task (What):** Conduct survey to identify trade/sector for appropriate technology development/improvement/introduction **Standard (How well):** Trade sector for technology development/improvement/introduction identified	**AT development/ improvement/ introduction:** • Concept, importance and application of AT development/improvement/introduction • Types and sources • Need of technology enhancement • Productivity and access to market

where larger number of ME working 5. Assess the existing tools and technology 6. Assess the need of development, improvement and/or introduction for high productivity AT		

Required tools/equipment: Radio, TV, Newspaper, copy, innovations book, technology book etc
Safety:
Reference:

Task structure

Task 3: Prepare roster of experts related to appropriate technology		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Identify the need of appropriate technology experts 2. Prepare and publish notice for AT expert needs 3. Collect application 4. Collect detail information of appropriate technology experts 5. Contact AT experts 6. Collect CV of the AT experts 7. Compile the collected CV with required information 8. Classify the different types of appropriate technology experts 9. Prepare roster 10. Keep record.	**Condition (Given):** Office, enterprise, information collection materials, catalog, company **Task (What):** Prepare roster of experts related to appropriate technology **Standard (How well):** The roster prepared should be inclusive of all the relevant information related to the appropriate technology experts.	**Roster of appropriate technology experts**: • Concept, objectives, importance and application of the roster • Reason for preparing roster of AT experts. • Process of preparing roster

Required tools/equipment: copy, pen, telephone, formats, catalog, book etc.
Safety:
Reference:

Task structure

Task 4: Facilitate to select appropriate technologies		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Carry out study of present technology 2. Take information of AT 3. Prepare list of AT 4. Calculate cost of AT 5. Analyze the benefits of AT 6. Prepare selection criteria 7. Evaluate against the criteria 8. Choose best AT 9. Follow precautions 10. Keep records	**Condition (Given):** Information of AT **Task (What):** Facilitate to select appropriate technologies **Standard (How well):** Most sustainable AT selected among the available AT	**Selecting appropriate technologies:** • Concept, objectives and importance of AT selection. • Cost and benefits of appropriate technologies • Criteria for selecting appropriate technology • Evaluation of appropriate technology against the criteria • Precautions • Records

Required tools/equipment: Roster of appropriate technologies
Safety:

Task structure

Task 5: Facilitate to acquire skills of appropriate technologies	
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Visit with entrepreneur 2. Identify the skills gap of AT 3. Contact with users and training center of appropriate technologies 4. Contact resource person or training center 5. Make agreement for training 6. Attend trainings 7. Read related books/journals/publications 8. Acquire skills of appropriate technologies from various sources 9. keep records	**Condition (Given):** Company, training center, entrepreneurs **Task (What):** Facilitate to acquire skills of appropriate technologies **Standard (How well):** Skills required to operate appropriate technologies acquired and AT operate safely and efficiently.	**Acquiring skills of appropriate technologies**: • Concept, objectives and importance • Process of acquiring appropriate technologies skills • Process of making training agreement

Required tools/equipment: training materials, copy, marker, board, paper, etc.
Safety:
Reference:

Task structure

Task 6: Facilitate to use the appropriate technology	
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Explain the benefit of appropriate technologies 2. Inform about the tentative cost of appropriate technologies 3. Inform about suppliers of appropriate technologies 4. Help for managing budget 5. Help for purchasing appropriate technologies 6. Help for setting of appropriate technologies 7. Help for using the appropriate technologies 8. Follow precautions 9. keep records	**Condition (Given):** Manuals and technology **Task (What):** Facilitate to use the appropriate technology **Standard (How well):** Entrepreneurs used appropriate technologies to their satisfaction.	**Use of appropriate technologies**: • Concept and importance of use of AT • Process of using AT • Precautions

Required tools/equipment: Roster & catalogs of appropriate technologies, machine parts
Safety:
Reference:

Task structure

Task 7: Facilitate to analyze the status difference (before & after) the use of appropriate technology.		
Performance steps	**Terminal performance objective**	**Related technical Knowledge**
1. Look at the records of entrepreneurs before the application of the appropriate technologies 2. Look at the records of entrepreneurs after the use of AT 3. Compare the time saving/productivity 4. Compare the costing 5. Compare the market coverage 6. Compare the profit 7. Find out status of entrepreneurs before and after the use of AT 8. Keep records	<u>**Condition (Given):**</u> Room, factory , office, records of entrepreneurs <u>**Task (What):**</u> Facilitate to analyze the status difference (before & after) <u>**Standard (How well):**</u> Status difference before & after the use of ATanalyzed	<u>**Status 0f the use of appropriate technology:**</u> • Concept and importance of status difference • Status comparison • Process of finding out status difference • Precautions • Recordings

Required tools/equipment: Record of business, copy, pen, paper, etc
Safety:

Task structure

Task 8:Facilitate to generate fund for repair, maintenance and replacement		
Performance steps	**Terminal performance objective**	**Related technical Knowledge**
1. Receive instruction 2. Conduct meetings, if group enterprise 3. Prepare operating guidelines 4. Approve the guidelines 5. Create maintenance fund 6. Open bank account and deposit the fund at bank 7. Maintain the record of fund 8. Utilize the fund as and when needed.	<u>**Condition (Given):**</u> Sample operating guidelines, Manuals, Enterprise& entrepreneurs <u>**Task (What):**</u> Facilitate to generate fund for repair, maintenance and replacement <u>**Standard (How well):**</u> Able to facilitate to MEs to generate funds for repair, maintenance and replacement.	<u>**Fund raising for repair, maintenance and replacement:**</u> • Concept and objectives of fund • Importance of fund • Concept of depreciation • Concept of repair, maintenance and replacement • Process of fund management

Required tools/equipment: Record of business, copy, pen, paper, etc
Safety:

Access to Finance

Description:
It consists of the skills and knowledge related to the assessment of access to financial services and to facilitate to manage financial needs for the entrepreneurs. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:

After its completion the trainees will be able:
- To provide financial literacy
- To perform mapping of local financial service providers
- To identify suitable loan products
- To identify potential financial institutions
- To assess financial needs
- To link entrepreneurs with financial institutes
- To facilitate entrepreneurs to link for insurance services
- To facilitate to capacitate entrepreneurs to link with financial institutions to access financial services
- To monitor/follow up loan performance
- To familiarize with consultative groups to assist the poor (C-GAP`s) principles

Tasks:

1. Provide financial literacy
2. Perform mapping of local financial service providers
3. Identify suitable loan products
4. Identify potential financial institutions
5. Assess financial needs for enterprise (equity + loan)
6. Link entrepreneurs with financial institutions
7. Facilitate entrepreneurs to link for insurance services
8. Facilitate to capacitate entrepreneurs to link with financial institutions to access financial services
9. Monitor/follow up of loan performance
10. Familiarize with consultative groups to assist the poor (C-GAP`s) principles

Task structure

Task 1: Provide financial literacy

Performance steps	Terminal performance objective	Related technical knowledge

1. Receive instruction
2. Collect reference materials/ guidelines
3. Understand the different components of MF and access to finance.
4. Understand the category of banks and cooperatives
5. Understand the modalities of microfinance service providers in Nepal
	Condition (Given):
	
	Reading materials on financial literacy
	
	Task (What)
	
	Provide financial literacy
	
	Standard (How well):
	
	All MEs acquired required knowledge of financial literacy
		Financial Literacy:
		• Definition of:
		  ◆ Finance
		  ◆ Microfinance (Access to Finance - A2F)
		  ◆ Loan
		  ◆ Savings
		  ◆ Insurance
		  ◆ Remittance
		  ◆ Financial Discipline
		  ◆ Interest Rate
		  ▪ Micro finance needs
		  ▪ Deprived Sector Lending
		• Micro finance in Nepal
		• Concept, need / importance, and use / application of microfinance
		• Microfinance service providers in Nepal
		• Category of banks and cooperatives
		• Process of microfinance
		• Modality of microfinance

Task structure

Task 2: Perform mapping of local financial service providers (FSPs)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference/ resource materials 3. Collect list of financial service providers (FSPs) 4. Visit FSPs 5. Collect required information 6. Analyze the information and categorize the types of FSPs 7. Prepare list and map of FSPs 8. Keep mapping records	**Condition (Given):** Reading materials on Mapping of financial service providers (source: Nepal Rastra Bank website), microfinance bankers association; Format for the mapping of financial service providers **Task (What)** Perform mapping of local financial service providers **Standard (How well):** Mapping of locally available FSPs prepared.	**Mapping of FSPs:** • Concept, objectives and importance of mapping • Process of mapping • Types of FSPs (Legal provision) • Nature of banking services as per banks' category • Outreach status of FSPs as per its category

Task structure

Task 3: Identify suitable loan products		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials/ guidelines 3. Prepared list of all products produce by MEs 4. Collect list of suitable loan products from FSPs. 5. Compare the list of MEs products and list of FSPs. 6. Analyze the collected information 7. Compare the loan products to suit with enterprises 8. Prepare the final list of suitable loan products.	**Condition (Given):** Forms and format for listing loan products, information of loan products developed by FSPs **Task (What)** Identify suitable loan products **Standard (How well):** Suitable loan products identified and listed down	**Loan Products:** • Concept, importance and types of loan products • Reasons for identifying suitable loan products • Process of identifying suitable loan products

Task structure

Task 4: Identify potential financial institutions		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials, 3. Prepare list of all financial institutions. 4. Conduct filed visits, interview, interactions with MFIs 5. Collect required information from them. 6. Analyze/ compare the nature of financial services provided by FSPs (interest rate, loan size/amounts for the business types, repayment durations, installment amounts, insurance, lending approaches- Group or individuals, collateral and non-collateral, default charge rate, gender, area coverage, capital funding agencies of MFIs etc.) 7. Make comparison chart from the above information. 8. Identify the most potential financial institution based on the comparison chart. 9. Keep records	**Condition (Given):** • Class room • Reading materials on identification of financial service providers for lending micro finance services • FSPs and cooperatives for the particular districts/area and filed visits, interview, and interactions **Task (What)** Identify potential financial institutions **Standard (How well):** Most potential financial institutions identified among the available financial institution within the location.	**Identifying Potential Financial Institution** • Concept, objectives and importance of identifying potential financial institutions. • Concepts of A,B,C D category Banks, (i.e. commercial bank, dev. Bank, financial company, microfinance bank) and cooperative working in Nepal • Concepts on micro finance institutes (MFIs) in enterprise developments programs (Loan, savings, insurance and remittance) • Roles and responsibilities of MFIs in enterprises development • Models of existing micro finances institutions (MFIs) working in Nepal • Sources of fund of MFIs (including donors fund) • MFI identification process for micro credit lending- comparative advantages among existing MFIs • Safety precautions for selection of MFIs • Exiting micro credit and MFIs establishment policies, acts, rules and regulations of government of Nepal • Issues and challenges in MF Sector • Informal sectors of financial services

Required tools/equipment:
  • Computer, Telephone
Safety:

Task structure

Task 5: Asses financial needs		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials 3. Collect microfinance needs assessment tools 4. Familiarize with tools 5. Prepare plan for microfinance needs assessment 6. Visit the respective field 7. Conduct MEs group meetings and collect credit demands 8. Apply the relevant tools of microfinance needs assessment to collect relevant data / information 9. Analyze data / information 10. Assess the microfinance needs as per business plan. 11. Obtain the sample / format of microfinance needs assessment report 12. Fit the information on the format as per the sample 13. Prepare microfinance needs assessment report 14. Keep records	**Condition (Given):** Reading materials on microfinance needs assessment, microfinance needs assessment tools, and a sample & format of microfinance needs assessment report **Task (What)** Asses financial needs **Standard (How well):** Assess microfinance needs and needs assessment report prepped as per the given sample and format.	**Financial needs assessment**: • Concept, objectives, importance and applications of financial needs assessments • Planning process for microfinance needs assessment • Tools for microfinance needs assessment • Process of microfinance needs assessment • Required data and information for needs assessment **Microfinance needs assessment report:** • Concept, importance and application • Components • Process • Precautions to be taken

Task structure

Task 6: Link entrepreneurs with financial institutes		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect the list of the selected potential FIs/ Cooperatives. 3. Make a selection criteria for FIs (on interest rate, loan size/amounts for the business types, repayment durations, installment amounts, loan on the business type (put specific business/enterprises) insurance, lending approaches- Group or individuals, collateral and non-collateral, default charge rate, gender, area coverage, capital funding agencies of FIs etc.) 4. Prioritize the potential MFIs 5. Select the potential FIs 6. Conduct meetings/workshop/visits between FIs and entrepreneurs, groups & associations to link micro entrepreneurs with financial institutes 7. Define the roles and responsibilities of MEs and MFI 8. Repeat meeting/workshop process to link micro entrepreneurs with financial institutes 9. Draft a model MOU 10. Conduct meeting and finalize MoU 11. Facilitate to sign MoU between MEs group/association and MFIs 12. Keep records	**Condition (Given):** • Forms and Formats • Sample MoU • Reading materials on linkages micro entrepreneurs with financial institutes **Task (What)** Link entrepreneurs with financial institutions **Standard (How well):** • MoU prepared and signed between MEs and MFIs. • Linkage between MEs and MFIs established.	**Linking entrepreneurs with financial institutes:** • Concept, objectives and importance of linkage • Process of establishing linkages between MEs and MFIs • Roles and responsibilities of MEs and FIs. • Backward and forward linkages in developments (between the micro entrepreneurs and MFIs) • Advantages and disadvantages of linkages • Meaning, objectives and importance of MoU • Components of MoU • Process of preparing MOU. • Process of signing MoU

Required tools/equipment:

• Reading materials, computer,

Safety: Value the culture and treat all with self-respect, honor and dignity while visiting field and meeting community people and MFIs personnel.

Task structure

Task 7:Facilitate entrepreneurs to link for insurance services		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials 3. Understand the process of insurance services **4.** List all the insurance service providers providing services locally 5. Identify the insurance service providers **6.** Visit field and observe the activities 7. Organize interaction programs between MEs and insurance providers 8. Support for the documentation to access insurance services. **9.** Prepare field report	**Condition (Given):** • List of insurance services providers of Nepal **Task (What)** Facilitate entrepreneurs to link for insurance services **Standard (How well):** • Listed all the insurance service providers working at local level • Identified service providers at local level	**Linkages with Insurance:** • Concept of Insurance • Need and importance of insurance • advantages of insurance to micro-entrepreneurs • What is shocking hazards • Effects of shocking hazards to poor and hardcore people • Practices of Insurances in Nepal (formal and informal) • Insurance companies working in Nepal • Suitable examples of insurance services • Process of linking MEs with insurance service providers

Required tools/equipment:
 • Reading materials, Computer

Safety: Sensitivity of people to comply with the norms and conditions and response of insurance companies to pay the compensation in time after the disaster/ calamities

Task structure

Task 8: Facilitate to Capacitate entrepreneurs to link with financial institutions to access financial services		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials 3. Analyze the capacity gap to further support 4. Provide capacity development training. 5. Encourage MEs to form cooperative. 6. Provide support to MEs to register the cooperative 7. Familiarize the criteria required to link cooperative with wholesale lending organization 8. Facilitate to prepare proposal for wholesale lending 9. Facilitate to apply for wholesale loan 10. Support cooperative to get wholesale lending from formal financial institution. 11. Support cooperative to mobilize the loan after receiving the wholesale loan.	**Condition (Given):** • Class room • Capacity development tools, training materials, • Forms and Formats • Training materials **Task (What)** Facilitate to Capacitate entrepreneurs to link with financial institutions to access financial services **Standard (How well):** MEs capacity enhanced to establish cooperative and encouraged to get wholesale lending from formal financial institution.	**Capacity Development to micro-entrepreneurs, MEG, MEGA, DMEGA, Cooperative[2]:** • Concept of capacity development • Concept of institutional capacity Development • Concept of wholesale loan • Criteria for cooperative to receive wholesale loan from apex organization • Process of applying for wholesale loan • Roles of facilitation to have linkages with FSPs

Required tools/equipment:
- Reading materials on capacity development to MEs' associations at different level
- Training modules for capacity development in the areas related to capacity development of MEs associations
- Field visits, observation interactions, meetings and workshop if time allowed

Safety
- Precautions should be taken for the proper utilizations of wholesale loan,
- Ensure appropriateness of the need of CD and avoid the misuse of resources

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[2] *MEG - Micro-Entrepreneurs Group; MEGA - Micro-Entrepreneurs Group Association; DMEGA - District Micro-Entrepreneurs Group Association*

Task structure

Task 9: Monitor/follow up loan performance		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Collect reference materials 3. Visit BDSPOs and FIs 4. Collect list of MEs with loan status from BDSPO and FIs 5. Prepare field visit schedule and get approval from authorized personnel 6. Prepare information collection formats 7. Visit MEs 8. Collect loan, proper utilization and repayment status with MEs 9. Check loan passbook and entrepreneurs diary 10. Verify the status from BDSPOs/FIs list with the information provided by the MEs. 11. Inform MEs if variations found 12. Counsel MEs for repayment on time if not paid 13. Prepare report 14. Keep records	**Condition (Given):** • Class room • MEs list with loan status **Task (What)** Monitor/follow up loan performance **Standard (How well):** • Loan status of MEs verified with the loan status of FIs. • Increased the repayment status after monitoring and followup.	**Monitoring and follow up of loan performance:** • Loan productivity • Concept of loan appraisal • Process of repayment • Interest calculation, repayment rate calculation, arrears analysis (central banks rules and regulation) • Loan delinquency/ default loan/ Arrears and delinquency management • loan utilization • Credit discipline • Willful borrowers • Good borrowers • Importance of good loan • Relation of loan and micro-enterprise • Concept of rebate • Effective tools and indicators of monitoring/follow up for micro credit repayments process • Basic concepts of installment in micro credit and repayment process • Types of installment and process of repayment of different MFIs • Advantages and disadvantages of installment and consequences of late repayment

Required tools/equipment:
• Tools and indicators of repayment
• A sample monitoring guideline for repayment process

Safety: Maintain confidentiality

Task structure

Task 10: Familiarize with consultative groups to assist the poor (C-GAP`s) principles

Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instructions 2. Collect reference materials/ guidelines 3. Enlist C-GAP`s principles 4. Understand the 11 principles of C-GAP 5. Explain the situations where each of the principles is applicable in micro enterprise	**Condition (Given):** • Class room • List ofC-GAP`s principles • Related reading materials  **Task (What)**  Familiarize with consultative groups to assist the poor (C-GAP`s) principles **Standard (How well):** Micro entrepreneurs will be able to explain the consultative groups to assist the poor (C-GAP`s) principles	**C-GAP`s principles:** • Concept of 11 principles of C-GAP's • Importance and applications

References:
- Agrawal, Govinda Ram, *Fundamentals of Marketing*, M K Publisher and Distributor, Kathmandu
- K.C., Fatta Bahadur, *Fundamental Principles of Marketing*, Sukunda Pustak Bhawan, Kathmandu
- Amatya, Surendra Keshar and Thapa, Gopal, *Fundamentals of Advertising*, Khanal Books & Stationery, Kathmandu
- Thapa, Gopal, *Dictionary of Marketing*, Buddha Academic Enterprises, Kathmandu
- Network Development for Market Promotion – Training manual for small industry, CEBUD, Swiss contact, SIPP
- Kotler, Philip and Armstrong, Gary, *Principles of Marketing*, Prentice Hall of India, New Delhi
- Marketing management and strategy II edition 2052   - K N Shershta
- Network development for market promotion – training manual for small industry – Developed by CEBUD, Swiss contact, SIPP

Capacity Development

Total: 234 hrs.
Theory: 46 hrs.
Practical: 188 hrs.

Description:
It consists of the skills and knowledge of the areas related to accounting, capacity building, organizational development, managerial functions, resources mobilization, basic computer works and training of trainers.

Objectives:
After its completion the trainees will be able to:
- perform organizational development activities
- apply basic computer skills
- apply training of trainers (TOT) skills

Part 1: Organizational development
Part 2: Basic computer skills
Part 3: Training of trainers (TOT)

Part 1: Organizational development

Total: 50 hrs.
Theory: 10 hrs.
Practical: 40 hrs.

Description:
It consists of the skills and knowledge related to organizational development in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To facilitate to form micro-entrepreneurs group association
- To facilitate to apply leadership skills
- To facilitate to establish common facility center [CFC]
- To facilitate to form cooperative
- To facilitate to register enterprise/organization
- To prepare activity proposal
- To apply funds raising skills
- To prepare activity report
- To apply operating guideline
- To plan for resource mobilization
- To facilitate to mobilize human resources

Tasks

1. Facilitate to form micro-entrepreneurs group association (MEGA)
2. Facilitate to apply leadership skills
3. Facilitate to establish common facility center [CFC]
4. Facilitate to form cooperative
5. Facilitate to register enterprise/organization
6. Prepare activity proposal
7. Apply funds raising skills
8. Prepare activity report
9. Apply operating guideline
10. Plan for resource mobilization
11. Facilitate to mobilize human resources

Task structure

Task 1: Facilitate to form micro entrepreneurs group association (MEGA)

Performance steps	Terminal performance objective	Related technical knowledge

1. Visit to the program location
2. Identify and select micro entrepreneurs group (MEG)
3. Orient the MEGs on:
  • Formation of group association
  • Process
  • Advantage of MEGA
4. Facilitate to select representative for MEGA
5. Form MEGA through the decision made by the representatives
6. Facilitate to orient about MEGA operational guidelines (roles and responsibility)
7. Facilitate to register MEGA (optional)
8. Facilitate to conduct meeting at the beginning (At least 6 meeting)
9. Facilitate to maintain records
	Condition(Given):
	
	Class room, marker, white board, transparency sheet, overhead projector, MEs
	
	Task(What):
	
	Facilitate to form micro entrepreneurs group association (MEGA)
	
	Standard(How well):
	MEGA formed as per the guidelines and criteria of programme.
		Micro entrepreneurs group association (MEGA):
		• Concept and meaning MEGA
		• Objectives and importance of MEGA
		• Process of MEGA formation
		• Legal status of MEGA association
		• Registration process and options
		• Sustainability of MEGA

Required tools / equipment:

Task structure

Task 2: Facilitate to apply leadership skills		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Prepare program / plan for providing leadership skills 2. Visit to program location and entrepreneurs group 3. Orient them on leadership development 4. Prepare leadership development training proposal and get approval 5. Conduct leadership development training (2days Training) 6. Encourage them to apply learned skills from 2 days training 7. Follow precautions 8. Keep records	**Condition(Given):** Class room, marker, white board, transparency sheet, overhead projector **Task(What):** Provide leadership skill **Standard(How well):** The leadership skills well provided to the participants applying the accepted common principles and practices of leadership development in right time, place and manner.	**Leadership skills:** • Definition of leader and leadership • Leadership styles • Character of leaders • Types of leadership and leaders behavior • Leadership development • Interpersonal relationship • Interpersonal communication

Required tools / equipment:

Task structure

Task 3: Facilitate to establish common facility center		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Visit to entrepreneurs 2. Familiarize the concept of CFC and it's process 3. Assess the feasibility of CFC 4. Orient to entrepreneurs on CFC – formation and operation 5. Facilitate to form different management committees for CFC 6. Facilitate to prepare business plan and proposal of CFC 7. Facilitate to manage the necessary fund and equipment 8. Facilitate to conduct public audit 9. Facilitate to register and transfer of CFCs 10. Follow up and counsel the CFC members as per the need	**Condition(Given):** Class room, marker, white board, transparency sheet, overhead projector, MEs **Task(What):** Facilitate to establish common facility center **Standard(How well):** Facilitated to form the common facility center as per proposal, plan and guidelines prepared.	**Common facility center:** • Meaning and concept of common facility center (CFC) • Process of preparing proposal for CFC • Components of CFC proposal • Process to establish common facility center • Operational guidelines of CFC • Sustainability of CFC • Concept, objectives, importance and process of public audit

Required tools / equipment:

Task structure

Task 4: Facilitate to form cooperative		
Performance steps	**Terminal performance objective**	**Related Technical knowledge**

1. Identify the potential member entrepreneurs
2. Facilitate to manage pre cooperative education training:
  • Fix the venue
  • Arrange for the necessary management activities
  • Manage resource person
  • Facilitate to conduct the training
3. Facilitate to form ad hoc committee
4. Facilitate to collect shared amount and necessary document
5. Facilitate to prepare bylaw
6. Facilitate to fill cooperative registration application form
7. Facilitate to submit application along with necessary documents to the cooperatives office
8. Facilitate to issue share
9. Facilitate to conduct first general assembly
	Condition(Given):
	
	Class room, marker, white board, transparency sheet, overhead projector
	
	Task(What):
	
	Facilitate to form cooperative
	
	Standard(How well):
	Facilitated to form cooperative as per the cooperatives law of Nepal.
		Cooperatives:
		• Meaning and concept of cooperatives
		• Advantage of cooperatives
		• Cooperative principles
		• Types of cooperatives
		• Cooperative laws in Nepal
		• Process of cooperative formation
		• Process of bylaw preparation
		• Process of cooperative registration
		• Documents required for cooperative registration
		• Cooperative management and account keeping

Required tools / equipment:

Task structure

Task 5: Facilitate to register enterprise/organization		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Identify the potential members for institution registration (privet form, NGO and cooperatives) 2. Orient the member on registration process of NGO, cooperative and private form 3. Facilitate the MEs to prepare necessary documents to register the NGO, cooperative and private form 4. Facilitate the MEs to prepare bylaw and application form 5. Facilitate MEs to apply for registration 6. Facilitate the entrepreneurs to register organization in concern agencies	**Condition(Given):** Class room, marker, white board, MEs, Sample forms, formats, bylaws, etc. **Task(What):** Facilitate to register enterprise/organization **Standard(How well):** The entrepreneurs facilitated to register their organizations as per the cooperative law, company law and NGO law of Nepal.	**Registration of an organization**: • Concept, objectives and importance of organization registration • Meaning of intuitions / organization • Legal status of institution/ organization in Nepal • Institution related law in Nepal • Process of private organization registration • Process of NGO registration • Process of cooperative registration • Required documents to register the private firm, NGO and cooperative.

Required tools / equipment:

Task structure

Task 6: Prepare Activity Proposal		
Performance steps	**Terminal performance objective**	**Related Technical knowledge**
1. Identify the activity 2. Collect required information 3. Familiarize with the process of preparing the proposal 4. Start writing the proposal from background and introduction 5. State objectives, expected outcome, duration, date, time, venue etc. 6. Include participant's numbers and detail information of participants if possible. 7. Include schedule, resource persons, methodology and list of tools, equipment and materials in the proposal. 8. Prepare estimated budget and include in the proposal 9. Write conclusion and complete the proposal 10. Prepare cover page and bind the proposal 11. Prepare application or letter and submit in the concerned agencies.	**Condition (Given):** Class room, marker, white board, sample proposal **Task (What):** Prepare Activity Proposal **Standard (How well):** • Activity proposal is prepared with all required components. • Proposal is written in simple and reader friendly language	**Activity proposal:** • Meaning of proposal • Concept, objectives and importance of proposal • Types of proposal • Components of proposal • Process of proposal preparation

Required tools / equipment:

Task structure

Task 7: Apply funds raising skills	

Performance steps	Terminal performance Objective	Related technical knowledge
1. Receive instructions 2. Familiarize with fund raising 3. Get information about the potential areas of fund raising 4. Familiarize about the process of fund raising 5. Prepare fund raising policy and guidelines 6. Prepare fund utilization policy and guidelines 7. Visit different donors and stakeholder working in your areas 8. State the objectives of your organization 9. Prepare proposal and submit to them 10. Make internal mechanism of fund raising 11. Apply prepared fund raising and utilization policy and guidelines in the organization	**Condition(Given):** Class room, stationaries,reading materials **Task(What):** Apply Fund raising skills **Standard(How well):** • Fund raising and utilization policy and guidelines prepared • Applied the policy and guidelines in the organization and able to raise the fund.	**Funds raising:** • Concept, objectives and importance of fund raising • Potential areas of fund providers • Process of fund raising • Process of preparing fund raising and utilization policy and guidelines

Required tools / equipment:

Task structure

Task 8: Prepare activity report	

Performance steps	Terminal performance Objective	Related technical knowledge
1. Collect required information 2. Familiarize with the process of preparing the report 3. Start writing the report from background and introduction 4. State objectives, outcome, duration, date, time, venue etc. 5. Include participant's numbers and detail information in the report. 6. Include schedule, resource persons, methodology and list of tools, equipment and materials in the report. 7. Prepare budget expenditure details and include in the report 8. Write conclusion and complete the report 9. Prepare cover page and bind the report 10. Prepare application or letter and submit in the concerned agencies if necessary	**Condition(Given):** Class room, assignment, sample report **Task(What):** Prepare activity report **Standard(How well):** • Activity report is prepared with all required components. • Report is written in simple and reader friendly language	**Activity report:** • Meaning of report • Concept, objectives and importance of report • Types of report • Components of report • Process of report writing

Required tools / equipment:

Task structure

Task 9: Apply operating guideline		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collectdifferent operating guidelines related to enterprise 2. Read the operating guidelines thoroughly 3. Orient MEs on operating guidelines 4. Encourage MEs to use operating guidelines 5. Apply operating guidelines whenever applicable	**Condition (Given) :** Different operating guidelines **Task (What):** Apply operating guidelines. **Standard (How well):** Operating guidelines applied whenever applicable.	**Operating guidelines:** ▪ Introduction ▪ Objectives and needs ▪ Importance ▪ Process of using ▪ Different operating guidelines uses in enterprise sector

Required tools / equipment: Stationery, computer
Safety:

Task structure

Task 10: Make plan for resource mobilization		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instruction 2. Obtain guidelines 3. Identify the Resources 4. List the resources 5. Measure the resources 6. Prepare plan of resource mobilization 7. Select appropriate time for utilization of the resources 8. Select appropriate way to mobilize the resources 9. Select appropriate person 10. Follow precautions 11. Keep records	**Condition (Given) :** Sample guidelines **Task (What):** Make plan for resource mobilization **Standard (How well):** The resources mobilization plan prepared as per the guidelines provided.	**Resources:** ▪ Definition ▪ Importance ▪ Types ▪ Uses **Resources mobilization plan** ▪ Introduction ▪ Objectives ▪ Importance ▪ Components • Process of making resource mobilization plan • Practices of mobilizing various resources

Required tools / equipment:
Safety:

Task structure

Task 11: Facilitate to mobilize human resources		
Performance steps	**Terminal performance objective**	**Related technical knowledge**

1. Identify the Human Resources
2. Collect the C.V
3. Prepare roaster of human resources.
4. Call application if required
5. Make selection criteria
6. Take written exam and interview if necessary
7. Select HR
8. Give appointment if necessary
9. Give assignment
10. Prepare follow up schedule.
11. Follow up the activity.
12. Prepare monitoring and evaluation guideline.
13. Monitor and evaluate the activities
14. Provide feedbacks.
15. Provide rewards and improvement tips
16. Follow precautions.
17. Keep records
	Condition (Given) :
	Selection criteria, sample HR mobilization plan
	
	Task (What):
	
	Mobilize human resources
	
	Standard (How well):
	
	The human resources mobilization activities carried out on the basis of the plan and the guidelines supplied as per the specialization area of the person in work.
		Human resources:
		• Mobilization of human resources
		  ▪ Concept
		  ▪ Definition
		  ▪ Purpose
		  ▪ Process
		  ▪ Guidelines
		• Plan for mobilizing human resource
		• Precautions
		• Records

Required tools / equipment: Stationery,
Safety:

Part 2: Basic computer skills

Total: 100 hrs.
Theory: 20 hrs.
Practical: 80 hrs.

Description:
It consists of the skills and knowledge related to basic computer skills in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To operate windows system
- To perform typing work.
- To operate MS Office.
- To operate MS Office word.
- To operate excel/spread sheet.
- To operate database
- To apply basic PowerPoint skills
- To use Multimedia (Media player in PC)
- To apply skills of e-mail / internet.

Tasks

1. Operate windows system
2. Perform typing work.
3. Operate MS Office word.
4. Operate excel/ spread sheet
5. Operate database
6. Apply basic Power Point skills
7. Use Multimedia (Media player in PC)
8. Apply skills of e-mail / internet.

Task structure

Task 1: Operate windows system		
Steps	**Terminal performance objective**	**Related technical knowledge**

1. Start programs.
2. Quit programs
3. Switch between programs.
4. Open a document
5. Open a document by using a program.
6. Familiar with following commands. (Programs, Documents, settings, find, help, control panel, run, shut down.)
7. Add icons to the desktop.
8. Delete files & folders to recycle bin.
9. View what's on your computer explore computers.
10. Customize the explorer file display.
11. Create file & folders.
12. Save a document. (Create shortcut icons)
	Condition (Given):
	
	Personal computer
	
	Tasks (What):
	
	Operate windows system.
	
	Standard (How well):
	
	• Used windows commands.
	• Customized files & folders.
	• Created files & folders.
		Windows system:
		• Familiarization with:
		  ▪ Task bar
		  ▪ Start button
		  ▪ Recycle bin
		  ▪ My document
		  ▪ My computer
		• Use of tool bar, menu bar.
		• Familiar with icons.
		• Different program used in computer.
		• Task bar
		• Creating & defining process:
		  ▪ Maximize
		  ▪ Minimize
		  ▪ Close

Tools and Materials:
Safety: Resolution.

Task structure

Task 2: Perform typing work.		
Steps	**Terminal performance objective**	**Related technical knowledge**
1. Load a typing program. 2. Exit from a typing program. 3. Use basic level typing that is letters from same middle row. 4. Use high level typing that is letters/words from all the three rows. 5. Play typing game to score. 6. Use all the 10 fingers. 7. Use advanced level typing that is letters/words and symbols from all four rows.	**Condition (Given):** A pc with typing program installed. **Tasks (What):** Perform typing work. **Standard (How well):** • Loaded & quit the program. • Used basic, high & advanced level typing. • Using all fingers.	**Typing:** • Commands to load & quit the typing program. • Use of menu bar. • Use tool bar. • Switching among basic, high & advanced level typing. • Methods of using fingers & hand placement.

Tools and Materials
Safety:

Task structure

Task 3: Operate MS Office word.		
Steps	**Terminal performance objective**	**Related technical knowledge**

1. Load MS-Word program.
2. Exit MS-Word program.
3. Create word document.
4. Save word document.
5. Perform cursor movement.
6. Apply 543 menu bars.
7. Apply templates.
8. Protect document with password.
9. Perform page set up:
  • Change margins.
  • Change page orientation.
  • Format document.
  • Format alignment.
  • Format selling
  • Paragraph selling
  • Edit document.
  • Apply tool menu (cut, copy, pest)
10. Create table
11. Insert header, footer, page number, date & time.
12. Create a page border.
13. Print a document.
14. Perform scaling
15. Perform section break.
	Condition (Given):
	
	A PC with MS-Office installed.
	
	Tasks (What):
	
	Operate MS-Office word
	
	Standard (How well):
	
	• Created word document.
	• Used templates.
	• Protected document with password.
	• Printed a document according to given layout.
	• Created a table.
	• Inserted header, footer, page number, date, time.
	• Created a page border.
		MS Office word:
		
		• MS-Word:
		  ▪ What does it do?
		  ▪ Menu bar
		  ▪ Tool bar
		  ▪ Screen
		• Concept of templates.
		• Asking the office assistant for help.
		• Rows & column in table creation.

Tools and Materials:
Safety:

Task structure

Task 4: Operate excel/spread sheet.		
Steps	**Terminal performance objective**	**Related technical knowledge**
1. Load excel program. 2. Exit excel program. 3. Create work books. 4. Create worksheets. 5. Create chart sheet. 6. Move through a worksheet. 7. Scroll through a worksheet. 8. Enter data in worksheet cells. 9. Enter numbers. 10. Enter formula. 11. Edit cell content. 12. Save the sheets/data 13. Print layout.	**Condition (Given):** Computer with MS-Office package installed. **Tasks (What):** Operate excel/spread sheet **Standard (How well):** • Created worksheet, work book, chart sheet • Entered data, formula, numbers. • Saved the entered data. • Printed layout.	**Excel:** • Feature of excel. • Components of excel worksheet & work book: ▪ Menu bar ▪ Tool bar ▪ Font ▪ Name box ▪ Formula box. ▪ Tab scrolling button ▪ Active sheet tab. ▪ Inactive sheet tab. ▪ Split box.

Tools and Materials: P4 computer, printer, photocopy papers.
Safety:

Task structure

Task 5: Operate database		
Steps	**Terminal performance objective**	**Related technical knowledge**

1. Load Access program.
2. Exit Access program.
3. Create work books.
4. Create table in the template
5. Create table entering data
6. Move through a worksheet.
7. Scroll through a worksheet.
8. Enter data in table cells.
9. Enter data.
10. Edit cell content.
11. Save the data
12. Print layout.
	Condition (Given):
	
	Computer with MS-Office package installed.
	
	Tasks (What):
	
	Operate Access.
	
	Standard (How well):
	
	• Created wizard/ tables,
	• Entered data, numbers.
	• Saved the entered data.
	• Finalized data outputs
		Access:
		
		• Feature of Access.
		• Components of Access:
		  ▪ Tool bar
		  ▪ Font
		  ▪ Template
		  ▪ Data entering table
		  ▪ Data Types
		  ▪ Table wizards
		  ▪ Selection/ creation of Data Types
		  ▪ Entering data
		  ▪ Show outputs

Tools and Materials: P4 computer, printer, photocopy papers.
Safety:

Task structure

Task 6: Apply basic PowerPoint skills		
Steps	**Terminal performance objective**	**Related technical knowledge**

1. Load PowerPoint program.
2. Exit PowerPoint program.
3. Select template
4. Create / make slides.
5. Select decorative slide templates.
6. Create/ Select / import images
7. Save files
8. Design slides
9. Animate images/ letters/ words
10. Transect slides
11. Set up show
12. Set time for slides
13. Insert Page Number
14. Insert header/ footer
15. Present in PowerPoint program
	Condition (Given):
	
	Computer with MS-Office package installed.
	
	Tasks (What):
	
	Apply basic PowerPoint skills
	
	Standard (How well):
	
	• Created Slides,
	• Entered information and data
	• Saved the entered data.
	• Created/ Selected / imported images
	• Animated images/ letters/ words
	• Presented in PowerPoint program
		PowerPoint:
		• Feature of power point
		• Components of power point menu bar:
		  ▪ Tool bar
		  ▪ Font
		  ▪ Tab scrolling button
		  ▪ Animation styles
		  ▪ Inserting pages, images and header/ footer
		  ▪ Presentation techniques
		• Multimedia projector:
		  ▪ Definition
		  ▪ Parts
		  ▪ Function
		  ▪ Importance
		  ▪ Handling procedure

Tools and Materials: P4 computer, printer, photocopy papers.
Safety:

Task structure

Task 7: Use Multimedia (Media player in PC)		
Steps	**Terminal performance objective**	**Related technical knowledge**
1. Load media player. 2. Exit from media player. 3. Store music files in media library. 4. Identify play lists. 5. Apply my music folder. 6. Play media files. 7. Identify media files from list of all files. 8. Adjust volume, bass treble of the media player. 9. Copy music/media files from CD, DVD etc. 10. Save media files.	**Condition (Given):** A PC with media player. **Tasks (What):** Use multimedia **Standard (How well):** • Stored music in media library. • Played media files. • Adjusted volume, bass, treble. • Copied media files from CD, DVD.	**Multimedia:** • What is multimedia? • What does it do? • Music folders. • Media library. • Menu bars. • Tool bars. • Drag & drop operation. • Copying procedure. • Saving techniques from CD, DVD while playing.

Tools and Materials: PC, Media player software, Media Player, Sound box
Safety:

Task structure

Task 8: Apply skills of e-mail / internet.		
Steps	**Terminal performance objective**	**Related technical knowledge**

1. Load internet explorer.
2. Sign up new account.
3. Sent e-mail message.
4. Receive e-mail message.
5. Apply outlook express.
6. Attach files to messages
7. Sign in e-mail account.
8. Sign out e-mail account.
9. Browse electronics related web sites.
10. Save files from internet, websites.
11. Search through goggle.
12. Exit from internet explorer.
	Condition (Given):
	
	A PC with internet connected.
	
	Tasks (What):
	
	Perform e-mail internet.
	
	Standard (How well):
	
	1. Signed up a new account.
	2. Sent & received e-mails.
	3. Attached files.
	4. Saved files form internet.
		E-mail and internet:
		
		• Definition of:
		  ▪ e-mail
		  ▪ Internet
		  ▪ Web-page
		  ▪ Websites
		  ▪ Extranet
		• Outlook express:
		  ▪ Getting started with
		  ▪ News account/adding a mail.
		  ▪ Work space
		  ▪ Working with address book.
		• Computer virus:
		  ▪ Types of virus.
		  ▪ Effects caused by virus.
		  ▪ The preventive measures from virus.
		• Concept of Networking:
		  ▪ LAN
		  ▪ MAN
		  ▪ WAN

Tools and Materials: PC
Safety:

Part 3: Training of trainers

Total: 84 hrs.
Theory: 16 hrs.
Practical: 68 hrs.

Description:
It consists of the skills and knowledge related to Training of trainers in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- to provide the training in a professional manner
- to perform the following tasks;

Tasks:
1. Prepare lesson plan
2. Write simple objectivities
3. Use flip charts
4. Prepare wall charts
5. Present information in meta card
6. Maintain classroom environment
7. Evaluate the training program
8. Evaluate the trainees performance (procedure)
9. Evaluate the trainees performance (product)
10. Assess the trainee's knowledge
11. Demonstrate a skill
12. Use energizer
13. Select instructional methods and techniques
14. Use basic platform (presentation) skills
15. Use multimedia projector to present information
16. Facilitate to inaugurate the training program (opening and closing)
17. Prepare training rules and regulations
18. Conduct pre and post test

Task structure

Task 1: Prepare lesson plan		
Performance steps	**Terminal Performance objective**	**Related technical knowledge**
1. State the topic/skill clearly on the top of lesson plan (LP) format. 2. State objectives/TPO. 3. List main activities in sequence from introduction to conclusion in the activities column of lesson plan format 4. Select suitable methods and media for each activity. 5. Select responsible person for each activities (who is involved, trainer or learners?) 6. State the time for each activities 7. State the total time for the topic.	**Condition(Given):** Any topic/skill and a sample format of lesson plan **Task (What):** Prepare lesson plan **Standard (How well):** • Methods and media should be matched with activities. • Activities should be matched with objectives.	**Lesson plan:** • Definition • Importance of a lesson plan. • Elements of lesson plan. • Different examples of lesson plan format.

Task structure

Task 2: Write simple objectivities		
Performance Steps	**Terminal performance objective**	**Related technical knowledge**

1. State the topic.
2. State subtopic clearly.
3. Identify the learning domain (do or know).
4. Select appropriate action verb.
5. Write an objective
	Condition(Given):
	
	Any topic/skill
	
	Task (What):
	
	Write simple objectivities
	
	Standard (How well):
	
	 The objective should be :
	• Specific
	• Measurable
	• Attainable within time bond
	• Reliable.
		Objectivities:
		• Objective:
		  ▪ Concept
		  ▪ Types
		  ▪ Elements
		  ▪ Characteristics
		• Difference between do and know
		• Action verbs
		• A complete objective statement

Task structure

Task 3: Use flip charts		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Place the easel so that it was visible to all. 2. Prepare complex drawings previously. 3. Write letters at least 2 cm high. 4. Write a consistent style of printing. 5. Write key words or phrases only. 6. Use common abbreviations and symbols. 7. Use good color combination. 8. Use colors for emphasis. 9. Store the flip charts properly	**Condition(Given):** Any topic/skill **Task (What):** Use flip charts **Standard (How well):** • All the task steps carried out sequentially. • The flip charts used in right time, place and manner.	**Flip charts:** • Definition, advantages and disadvantages • Types of flip charts • Required materials • Different presentation techniques. • Position of presenters • Coloring

Task structure

Task 4: Prepare wall charts		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Select relevant contents for the chart. 2. Select an appropriate style of chart. 3. Limit the chart to one idea. 4. Use simple and easy-to-read lettering. 5. Space letters and words uniformly. 6. Write letters bigger than 2cm. 7. Use color with good contrast. 8. Use the "rule of 6". 9. Balance the content on the chart properly. 10. Store the chart properly.	**Condition(Given):** Any topic/skill **Task (What):** Prepare wall charts **Standard (How well):** • Message should be clear. • Visual should be attractive.	**Wall charts:** • Definition, advantages and disadvantages • Types of wall charts • Required materials • Different presentation techniques. • Position of presenters • Coloring

Task structure

Task 5: Present information in meta card		
Performance steps	Terminal performance objective	Related technical knowledge
Before use: 1. Select a lay-out that matches with the content. 2. Use cards consistently (size, colour, and shape). 3. Write bold and big enough. 4. Use one card for each idea. 5. Check spelling mistakes. 6. Organise sufficient pin boards. *During use:* 7. Make sure that the view of the pin boards is not blocked. 8. Place cards according to content. 9. Pin cards straight and leave free space. *After use:* 10. Glue cards and finalise the chart. or 11. Store cards safely for the next time.	**Condition(Given):** Any topic/skill **Task (What):** Present information in meta card **Standard (How well):** • Color and size of card should be consistent. • Letter should be bold and big enough. • Layout should be meaningful	**Information in meta cards:** • Materials • Different layout • Size and color

Task structure

Task 6: Maintain classroom environment		
Performance steps	Terminal performance objective	Related technical knowledge
1. Maintain adequate illumination levels in classroom/laboratory. 2. Avoid reflectance and glare on the work surfaces and on the chalkboard. 3. Ensure proper ventilation. 4. Control dust, smoke, fumes, gasses and odors. 5. Maintain appropriate temperature & humidity if possible. 6. Maintain noise level below 75 dB without hearing protection equipment provided. 7. Take steps to control classroom/laboratory reverberations/echoes. 8. Organize pleasing and comfortable physical settings. 9. Select appropriate colors for classroom and laboratory.	**Condition(Given):** Any classroom or hall **Task (What):** Maintain classroom environment **Standard (How well):** • All participants' felt comfortable to sit and read in the classroom.	**Classroom environment:** • Aesthetic environment • Visual environment • Thermal environment • Recommended physical environment • Values • Different seating styles.

Task structure

Task 7: Evaluate the training program		
Performance steps	Terminal performance objective	Related technical knowledge
1. Determine success criteria for reaction level. 2. Determine success criteria for gain in knowledge and skill. 3. Determine success criteria for job placement if required. 4. Determine success criteria for performance. 5. Determine success criteria for result. 6. Develop a plan for collecting success criteria data. 7. Evaluate the training program 8. Keep records	**Condition(Given):** Any classroom or hall **Task (What):** Evaluate the training program **Standard (How well):** • Match of success criteria with the purpose of training program.	**Evaluation of the training program:** • Goal of training • Four levels of training program evaluation. • How to develop success criteria • Training program evaluation.

Task structure

Task 8: Evaluate the trainees performance (procedure)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Identify the skill to be evaluated. 2. Develop checklist or performance guide for each skill. 3. Observe trainees' performance step by step. 4. Check the YES or NO space to indicate whether the learner performed each step as indicated or not. 5. Give feedback based on the outcome of the checklist.	**Condition(Given):** The trainees applying skills and a sample performance checklist of the skills **Task (What):** Evaluate the trainees performance (procedure) **Standard (How well):** • All steps should be observed and checked (Yes or No in the given blank space) during the procedure.	Performance evaluation(procedure) • What is performance • When to use PG or checklist. • How to construct performance guide or check list. • Evaluation of the trainees performance (procedure)

Task structure

Task 9: Evaluate the trainees performance (product)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Identify the product to be evaluated. 2. Develop product rating instrument (PRI) for each product. 3. Observe product carefully based on criteria. 4. Rate the performance using the product rating criteria 5. Give feedback base on PRI.	**Condition (Given):** Any product and rating scale. **Task (What):** Evaluate the trainees' performance (product). **Standard (How well):** • All criteria should be matched with product. • Product should be examined very carefully and place a check mark in appropriate numbers (1-5).	**Performance evaluation (product):** • What is product • When to use product rating instrument (PRI). • How to construct product rating instrument (PRI). • Evaluation of the trainees performance (product}

Task structure

Task 10: Assess the trainee's knowledge		
Performance steps	Terminal performance objective	Related technical knowledge
1. Determine the purpose of the test. 2. Identify learning outcome to be tested. 3. Determine the test duration / total time. 4. Determine the type of test 5. Develop test items (subjective or objectives) according to nature of contents and purpose of test. 6. Conduct exam as per the need. 7. Check the exam copy using criteria. 8. Record the marks in the given format. 9. Prepare result sheet if needed.	**Condition (Given):** After the session or end of the year or program. **Task (What):** Assess the trainees' knowledge **Standard (How Well):** • All test items should match with learning objectives to be tested.	**Assessing knowledge:** • What is knowledge? • Different types of test items. • How to construct different types of test items. • Points to be considered while developing test items. • Assessing the trainee's knowledge

Task structure

Task 11: Demonstrate a skill		
Performance steps	Terminal performance objective	Related technical knowledge
Before the Demonstration: 1. Arrange the physical environment. 2. Collect all tools, equipment, supplies and visuals. 3. Develop a performance guide. 4. Have instructional aids nearby. 5. Practice the demonstration. During the Demonstration: 6. State the skill to be demonstrated. 7. Distribute performance guide. 8. Link the skill to previous skills. 9. Make sure all can hear and see. 10. Talk to the learners not to the equipment. 11. Demonstrate steps slowly. 12. Show only one procedure at a time. 13. Keep steps demonstrated in a proper sequence. 14. Use visuals to clarify complicated steps. 15. Emphasize safety checkpoints and critical points. 16. Involve learners by asking them summarizing questions. 17. Repeat all or parts of the demonstration if needed.	**Condition(Given):** Any skill to be demonstrated in lab or workshop **Task (What):** Demonstrate a skill **Standard (How well):** • Eye contact should be maintained with the learners and do not just talk to the equipment. • Visuals should be used to clarify complicated steps. • Learners should be Involved in the demonstration with questions • Safety and critical steps should be emphasized.	**Demonstrating a skill:** • Introduction • Purpose of demonstration • How todevelop PG • How to demonstrate a skill

Task structure

Task 12: Use energizer		
Performance steps	Terminal performance objective	Related technical knowledge
Before the activity, consider: 1. The cultural background of the participants? 2. Their gender? 3. The time available? 4. The safety precautions? 5. The participation of handicapped? 6. The participation of shy and reluctant participants? 7. The previous experience of participants? 8. The degree of difficulty of the energizer? 9. The site? 10. The site of the organization? 11. The need for observers, or assistants? *During the activity:* 12. Provide instructions? 13. Provide sufficient materials? 14. Monitor the activity? 15. Intervene if necessary? After the activity: 16. Conduct a debriefing? 17. Address all steps [for an effective energizer]	**Condition(Given):** Required materials **Task (What):** Use energizer **Standard (How well):** • Energizer should be meaningful and enjoyable. • Culture and background of the participants should be considered.	**Energizer:** • What is energizer? • When to use different types of energizer? • Points to be considered while using energizers.

Task structure

Task 13: Select instructional methods and techniques		
Performance steps	Terminal performance objective	Related technical knowledge
1. Consider the learning objectives. 2. Consider the previous experience of participants. 3. Consider the number of participants (individual or pair, or small group or large group) 4. Consider the available teaching materials. 5. Consider the cost of teaching materials. 6. Consider the media which you are going to use. 7. Consider the time available. 8. Consider the teaching environment (real or simulation) 9. Select suitable instructional methods after considering all of the above points.	**Condition(Given):** Any topic/skill **Task (What):** Select instructional methods and techniques **Standard (How Well):** • Instructional methods should be matched with learning objectives and environment.	Instructional methods and techniques: • Examples of different objectives (for e.g. gain consensus, provide information, provide skill) • Different instructional methods. • Possible learning environment. • When to use each method and under what conditions?

Task structure

Task 14: Use basic platform (presentation) skills		
Performance steps	Terminal performance objective	Related technical knowledge
1. Be prepared and organize the presentation. 2. Use clear and audible voice. 3. Use pauses and pitch as required 4. Use nonverbal language to make your presentation more meaningful and interesting. 5. Use different techniques to control nervousness. 6. Present each and every idea confidently with ease.	**Condition(Given):** Any topic/skill and a rating scale **Task (What):** Use basic platform skills **Standard (How well):** • The basic platform skills presented as per the rating scale**.**	**Basic platform (presentation) skills:** • Purpose of basic platform skills. • Rating scale for basic platform skills presentation • Elements of effective communication • Techniques of controlling nervousness. • Characteristics of effective voice. • Factors should be considered under body language

Task structure

Task 15: Use multimedia projector to present information		
Performance steps	Terminal performance objective	Related technical knowledge
1. Connect multimedia and laptop. 2. Switch on multimedia and laptop. 3. Set up screen (place the screen in the middle-front or front corner of the room). 4. Aim the screen at the center of the audience. 5. Place the multimedia directly in front of the screen, 2-3 meters from screen. 6. Focus the visual on the screen. 7. Check the view to the screen from all parts of the room.	**Condition(Given):** Any topic/skill **Task (What):** Use multimedia projector to present information **Standard (How well):** • The multimedia projector well used to present information following all the necessary precautions in right time place and manner.	**Using multimedia projector**: • Media /multimedia • Peripherals of computer and multimedia projector • Handling multimedia projector

Task structure

Task 16: Facilitate to inaugurate the training program (opening and closing)		
Performance steps	Terminal performance objective	Related technical knowledge
1. Select the invitees. 2. Invite guest. 3. Set the program. 4. Setup the function place. 5. Invite the chair person to chair the program 6. Invite the chief guest and other guest. 7. Give welcome speech and state the objectives of the program. 8. Invite the guest and chief guest to give speech. 9. Invite the chair person for speech and conclude the program.	**Condition (Given):** Any program. **Task (What):** Facilitate to inaugurate the training program (opening and closing) **Standard (How Well):** • Program should be started on time and end within the time frame. • All invitees should feel comfortable.	**Inaugurating the training program**: • Most common types of inaugurate • Opening ceremony of a training program • Closing ceremony of a training program

Task structure

Task 17: Prepare training rules and regulations		
Performance steps	Terminal performance objective	Related technical knowledge
1. Facilitate the participants to get an agreement about the following points: • Fix the start and end time. • Fix the tea time, lunch time and break time. • Fix the rule how to participate equally. • Fix the rule how to speak one person at a time. • Fix the rule how to respect others ideas. 2.Form different comities to: • Energize • Review • Logistic arrangement • Time management etc. 3. Agree upon the overall time frame (schedule). 4. Agree upon the overall rules and regulations. 5. Display the rules and regulations on the wall.	**Condition (Given):** Any group of trainees. **Task (What):** Prepare training rules and regulations **Standard (How well):** • All participants should feel comfortable. • Rules and regulations should be flexible. • Rules and regulations should get agreement of the followers of them	**Training rules and regulations:** • Concept of training rules and regulations • Preparation of training rules and regulations • Getting consensus of training rules and regulations • Displaying the training rules and regulations • Following the rules and regulations

Task structure

Task 18: Conduct pre and post test		
Performance steps	Terminal performance objective	Related technical knowledge
1. Prepare pre and posttest questionnaire 2. Fixed the date and time for test 3. Provide questionnaire and answer paper 4. Collect answer paper 5. Check paper 6. Published result 7. Decide the training contents, methodology, materials, duration etc. after pre test.	**Condition (Given):** Any group of trainees. **Task (What):** Conduct pre and post test. **Standard (How well):** Pre and post test conducted and measured the participants understanding	**Pre and post-test:** • Concept and importance • Process •

Communication and Net-working

Total: 78 hrs.
Theory: 16 hrs.
Practical: 62 hrs.

Description:
It consists of the skills and knowledge related to communication in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To handle telephone calls
- To handle mail
- To write letters
- To write memos / tips / notes / notice
- To perform internal communication
- To perform external communication
- To perform oral communication
- To perform written communication
- To communicate with donors
- To communicate with financial institutes
- To link with media
- To disseminate information

Tasks
1. Handle telephone calls
2. Handle mail
3. Write letters
4. Write memos / tips / notes / notice
5. Perform internal communication
6. Perform external communication
7. Perform oral communication
8. Perform written communication
9. Communicate with stake holders
10. Facilitate to involve media
11. Disseminate information

Task structure

Task 1: Handle telephone calls		
Performance steps	Terminal performance objective	Related technical knowledge
Sub-task 1.1: Receive incoming calls		
1. Receive the incoming call within two rings and answer pleasantly. 2. Greet the caller by using appropriate time. 3. Introduce yourself and your organization 4. Ask the purpose of the calling. 5. Listen message attentively. 6. Ask to clarify the part that is not understood. 7. Take notes in desk diary while talking. 8. Apologize for any mistake or delay. 9. Hold on the telephone by using hold button if necessary. 10. Transfer the call for the concern person if applicable. 11. Let the caller terminate the call.	**Condition (Given):** Simulated situation of receiving calls. **Task (What):** ▪ Handle telephone calls ▪ Receive incoming calls **Standard (How well):** ▪ The telephone calls received promptly following standard code of conduct.	**Communication** • Introduction • Importance of communication • Importance of communication for entrepreneurs • Types of communication • Label of communication • Process of communication • Barriers of communication • Introduction, function and scope of public relation **Receive incoming calls:** • Importance of telephone system. • Types of telephone system • Positive telephoning manners and habits • Receiving incoming calls • Records keeping
Sub-task 1.2: Make outgoing calls		
1. Prepare a checklist of points to make in right order. 2. Contact directly or via switchboard. 3. Greet caller initially 4. Mention your name, position and organization. 5. Wait for identifying greeting. 6. Tell business and nature of call 7. Use clear, simple and polite language. 8. Spell out any proper names or trade names. 9. Repeat number series or codes. 10. Never allow someone near to distract. 11. Do not keep caller waiting on line unnecessarily. 12. Speak out reassuring feedback words or expression. 13. Emphasize desired action, urgency or deadline to be met. 14. Seek feedback at the end to confirm understanding of the message passed. 15. Thank recipient for his time, help or interest.	**Condition (Given):** Offer suitable situations for role play exercise. **Task (What):** Make outgoing calls in a systemic and tactful manner. **Standard (How well):** ▪ Outgoing calls well made following the telephone manners.	**Making outgoing calls:** • Concept and importance • Telephone manners and practices • Making calls • Records keeping.

Required Tools/equipment: Telephone set
Safety:

Task structure

Task 2: Handle Mail		
Performance steps	Terminal performance objective	Related technical knowledge
Sub-task 3.1: Send an electronic mail message		
1. Turn on the computer 2. Connect the telephone line/internet line on the computer. 3. Browse the internet WWW. …. 4. Type email ID and password in mailbox. 5. Click on compose button. 6. Type destination mailbox number or code in given blank to space. 7. Type the key message in given blank space. 8. Check the message for any mistake or unclear. 9. Check recipient address. 10. Click on send button. 11. Click on sign-out button.	**Condition (Given):** Computer, telephone and internet line **Task (What):** Send an electronic mail message **Standard (How well):** ▪ Message should be concise. ▪ Language should be clear and simple.	**Sending an Electronic Mail Message:** • Introduction of electronic mail • Importance of sending email • System and procedure of Email dispatch
Sub-task 3.2: Receive an electronic mail message		
1. Turn on the computer 2. Connect the telephone line/internet line on the computer. 3. Browse the internet WWW. …. 4. Type email ID and password in mailbox. 5. Click on inbox button. 6. Scan contents of mail box from time to time to check for incoming messages. 7. Read the message and forward it to concerned person 8. Print it out for hard copy for retention purpose 9. Delete it if necessary	**Condition (Given):** Computer, telephone and internet line **Task (What):** Receive an electronic mail message **Standard (How well):** ▪ Mail should be checked frequently to receive mail. ▪ Action should be taken immediately after receiving the mail.	**Receiving an Electronic Mail Message:** • Importance • System • Process

Required Tools/equipment: Computer, telephone/internet line
Safety:

Task structure

Task 3:Write letters		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquire required information 2. Collect/prepare letterhead 3. Write reference number 4. Write date 5. Write inside address 6. Write attention line 7. Write salutation 8. Write Module 9. Write message (body) 10. Write complementary closing 11. Sing the letter 12. Give writer identification 13. Write enclosure 14. Write copies (CC) notation 15. Write postscript if necessary 16. Make the first draft of the letter including the above information. 17. Check the grammar and spelling 18. Ensure right choice of words. 19. Amend and write a fair copy.	**Condition (Given):** Class room, pen, paper, sample letter **Task (What):** Write letter **Standard (How well):** ▪ Letter should be simple and reader friendly ▪ Included all components in the letter.	**Writing letters:** • Meaning and importance of correspondence • Classification of correspondence • Types of letters • Layout of the letter • Components of the letter • Process of writing a letters

Required Tools/equipment: Pen, paper, sample letter
Safety:

Task structure

Task 4: Write memos/tips/notes/notice		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquire required information 2. Write Memoranda: • Keep for internal use only • Deal with only one Module. • Write heading including to, from, Module and date in separate line on the top • Present idea briefly in a direct and simple fashion • Layout properly • Check the spelling and grammar • Put signature • Distribute the memo 3. Write tips/notes : • Collect message/information • Write the message on note pad clearly • Check the message and confirm. • Inform for concern person 4. Write notice : • Include forthcoming new events, policy changes, and/or new procedures in the notice. • Keep notice brief, accurate, neat, polite and in logical order. • Word it clearly and simply • Type or print in suitable size for easy reading • Use short single sentences or phrases • Keep one sentence or phrase to a line. • Keep one line for a 'unit of sense' • Leave space between lines • Put signature and date	**Condition (Given):** Paper, pen, sample formats of memos, tips, notes and notice **Task (What):** Write memos/tips/notes/notice **Standard (How well):** ▪ The memos, tips, notes, and notice should be simple and reader friendly ▪ Included all the components of memos, tips, notes, and notice	**Memos, tips, notes, and notice:** • Memoranda: ▪ Concept ▪ Importance ▪ Uses ▪ Components ▪ Writing procedures • Tips: ▪ Concept ▪ Importance ▪ Uses ▪ Components ▪ Writing procedures • Notes: ▪ Concept ▪ Importance ▪ Uses ▪ Components ▪ Writing procedures • Notice: ▪ Concept ▪ Importance ▪ Uses ▪ Components ▪ Writing procedures

Required Tools/equipment: pen, paper, note pad
Safety:

Task structure

Task 5: Perform internal communication		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquire necessary information 2. Conduct oral communication through announcement, instruction, orders, suggestion, telephone 3. Conduct written communication through letters, memos, notices, circular, reports, email, bulletins, manuals 4. Perform upward, downward, horizontal, and diagonal communication 5. Take precautions 6. Keep records	**Condition (Given):** Class room (simulation) **Task (What):** Perform internal communication **Standard (How well):** Internal communication will performed in simulated condition	**Internal Communication** • Meaning • Objectives • Importance • Types • Procedures • Means

Required Tools/equipment: telephone, paper, pen
Safety:

Task structure

Task 6: Perform external communication		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquired necessary information 2. Communicate through personal visit: • Make an appointment. • Visit the concern personnel • Greet them • Explain the objectives of the visits. • Provide broacher, leaflet, newsletter etc. • Thank them for providing time and information 3. Communicate through postal service: • Write letter, report, bulletin, newsletter etc. • Send the information through postal or currier services. • Make the confirmation whether they received or not. 4. Communicate through electronics media: • Follow the steps given in handling telephone and email	**Condition (Given):** Class room, pen, paper **Task (What):** Perform external communication **Standard (How well):** • External communication well carried out in written and oral form.	**External communication:** • Concept • Objectives • Importance • Types ➢ Communication through personal visits ➢ Communication through postal services ➢ Communication through electronics media • Process

Required Tools/equipment: pen, paper, telephone
Safety:

Task structure

Task 7: Perform oral communication		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquire necessary information 2. carry out face to face communication: • Get the appointment • Visit the related person • Introduce yourself if necessary • State the objective • Give or receive the information • Write the important information/ points in notebook. • Thanks them for their time and information. 3. Carry out communication through mechanical devices: • Mack a telephone call • Greet the person • Introduce yourself • State the objective of the calling • Give or receive information • Write the important information/ points in notepad. • Thanks them for their time and information. 4. Follow precautions 5. Keep records	**Condition (Given):** Telephone, class room **Task (What):** Perform oral communication **Standard (How well):** • The oral communication carried out should be through mechanical devices and face to face communication technique.	**Oral communication:** • Meaning • Objectives • Importance • Advantages • Disadvantages • Means of oral communication (Face to face and mechanical devices) • Precautions to be followed • Records keeping

Required Tools/equipment: Telephone
Safety:

Task structure

Task 8: Perform written communication		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect the information 2. Write the letters, memos, reports, circular etc 3. Keep the documents in the envelope 4. Seal the envelope 5. Write the address of the receiver 6. Deliver the message through postal or currier services 7. Deliver the message through telecommunication services i.e. email, internet.	**Condition (Given):** Telephone, computer, envelope, pen, paper **Task (What):** Perform written communication **Standard (How well):** • Written communication well performed through the use of various means of communication.	**Written communication:** • Meaning • Objectives • Importance • Advantages • Disadvantages • Means • Process

Required Tools/equipment: Telephone, computer, envelope, pen, paper
Safety:

Task structure

Task 9: Communicate with stakeholders		
Performance steps	Terminal performance objective	Related technical knowledge
1. Identify the stakeholders. 2. Prepare the list of stakeholders. 3. Make an appointment for face to face communication 4. Prepare a file with broacher, newsletter, leaflet, reports etc. 5. Write a formal letter. 6. Visit the stake holders office 7. Greet them and state the objective of your visit. 8. Listen carefully and answer promptly 9. Brief about your organization 10. Handover the information file. 11. Send the information through e-mail or postal services. 12. Send other information demanded by the stakeholders.	**Condition (Given):** Broacher, leaflet, newsletter, reports, files **Task (What):** Communicate with stakeholders **Standard (How well):** • Related stakeholders well communicated in right time, place and manner.	**Communication with Stakeholders:** • Concept • Objectives • Importance • Means • Process of communicating with stakeholders

Required Tools/equipment:
Safety:

Task structure

Task 10: Facilitate to involvemedia		
Performance steps	Terminal performance objective	Related technical knowledge
1. Identify the media to be contacted 2. Visit the media office. 3. Give broacher, leaflet, newsletter and brief them about the organization and program 4. Write the letter to the media stating the objectives, date, time and venue of the program 5. Make a telephone call to them for reminding 6. Provide transportation facilities if possible 7. Provide copy of program, press release and other documents related to the program 8. Contract with media to prepare and broadcast documentary	**Condition (Given):** Broacher, leaflet, newsletter, report **Task (What):** Facilitate to involve media **Standard (How well):** • Linked with media so the news will be published in newspaper and broadcasted in media.	**Link with media:** • Concept • Objectives • Importance • Processes

Required Tools/equipment: Broacher, leaflet, newsletter, report, pen, paper
Safety:

Task structure

Task 11: Disseminate information		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect all the information 2. Invite press and other officials in the program 3. Organize workshop, seminar, conference, industrial exhibition 4. Distribute broacher, reports, leaflet, newsletter, press release 5. Publish news in the newspaper 6. Broadcast in the electronic media 7. Put information on website 8. Send the information through electronic and postal services to the concerned organizations	**Condition (Given):** Reports, leaflet, newsletter, press released, brochure **Task (What):** Disseminate Information **Standard (How well):** • The information well disseminated through different means/ media/ programs in right context /time/place.	**Disseminate Information:** • Concept • Importance • Process (organizing workshop, seminar, conference, press release and industrial exhibition) • Means

Required Tools/equipment: broacher, reports, leaflet, newsletter, press released
Safety:

References:
1. Office Organization and Management by: Kul Narsingh Shrestha, Nabin Prakashan
2. Office Management and Secretarial Practice by: Kul Narsingh Shrestha, Nabin Prakashan

Monitoring and Evaluation

Total: 78 hrs.
Theory: 16 hrs.
Practical: 62 hrs.

Description:
It consists of the skills and knowledge of the areas related to monitoring and evaluation skills; and documentation and reporting

Objectives:
After its completion the trainees will be able:
- To carryout monitoring and evaluation of activities
- To perform communication

Part 1: Monitoring and evaluation skills
Part 2: Documentation and reporting

Part 1: Monitoring and Evaluation Skills

Total: 39 hrs.
Theory: 8 hrs.
Practical: 31 hrs.

Description:
It consists of the skills and knowledge related to developing tools for monitoring and evaluation, collecting data, analyzing data, providing feed backs, developing action plan, performance evaluation, applying scale of strategy, identifying graduate entrepreneurs,resilience and providing self-monitoring and evaluation training.

Objectives:
After its completion the trainees will be able:
- To integrate participatory issues in monitoring and evaluation systems
- To familiarize with result based monitoring
- To prepare monitoring plan/action plan
- To collect data
- To analyze data
- To provide feedback
- To identity graduate entrepreneurs
- To identify resilient entrepreneurs
- To apply spider web tools

Tasks:
1. Integrate participatory issues in monitoring and evaluation systems
2. Familiarize with result based monitoring
3. Prepare monitoring plan/action plan
4. Collect data
5. Analyze data
6. Provide feedback
7. Identity graduate entrepreneurs
8. Apply spider web tools/problems tree

Task structure

Task 1: Integrate participatory issues in monitoring and evaluation systems		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive Instruction. 2. Familiarize the concept of monitoring/monitoring processes 3. Familiarize the concept of evaluation/evaluation processes 4. Familiarize on result indicators of monitoring and evaluation tools 5. Differentiate participatory monitoring & evaluation with monitoring & evaluation 6. familiarize to apply tools for monitoring and evaluation 7. Enlist participatory issues in monitoring and evaluation systems 8. Integrate participatory issues in monitoring and evaluation systems 9. Keep records 10. Prepare report.	**Condition (Given):** Class room, teaching materials **Task (What):** Integrate participatory issues in monitoring and evaluation systems **Standard (How well):** • The participatory issues in monitoring and evaluation systems well integrated.	**Participatory issues in monitoring and evaluation systems**: • Participatory people centered development • Monitoring • Evaluation • Genesis of participatory development • Participatory development processes • Monitoring and monitoring processes • Evaluation and evaluation processes • Difference of Participatory monitoring & evaluation with monitoring & evaluation • Tools & indicators for monitoring and evaluation

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes

Safety: properly ventilated class room

Task structure

Task 2: Familiarize with result based monitoring		
Performance steps	Terminal performance objective	Related technical knowledge
11. Receive Instruction. 12. Familiarize the concept of result based monitoring/monitoring processes 13. Familiarize on result chain and indicators of monitoring 14. Familiarize on result based monitoring tools 15. Differentiate between result indicators of monitoring and evaluation. 16. Prepare monitoring report .	**Condition (Given):** Class room, teaching materials, exercise facility and equipment **Task (What):** Familiarize with result based monitoring **Standard (How well):** Result based monitoring should be all the important elements of monitoring.	**Result based monitoring**: • Introduction • Monitoring and monitoring processes • Integrated result chain • Indicators of monitoring • Monitoring tools, forms, formats

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes

Safety: properly ventilated class room

Task structure

Task 3: Prepare monitoring plan/action plan		
Performance steps	Terminal performance objective	Related technical knowledge
1. Decide what to monitor 2. Decide when to monitor 3. Identify who has to monitor 4. Identify how to monitor 5. Identify/obtain monitoring tools 6. determine how often to monitor 7. Identify the financial resource for monitoring 8. Identify the resource person for the task 9. Prepare a planning matrix 10. Prepare operational plan with milestones 11. Finalize the draft of monitoring plan/action plan 12. Review the monitoring plan/ action plan 13. Finalize the monitoring plan/action plan 14. Keep records	**Condition (Given):** Class room, teaching materials **Task (What):** Prepare monitoring plan/action plan **Standard (How well):** • Monitoring plan prepared should be inclusive of all the important elements of monitoring.	**Monitoring plan:** • Result based project planning and management • What to monitor • When to monitor • Who to monitor • How to monitor • Monitoring tools • How often to monitor • Financial resource for monitoring • Resource person for the task • Preparing a planning matrix • Preparing operational plan with milestones

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes
Safety: properly ventilated class room

Task structure

Task 4: Collect data		
Performance steps	Terminal performance objective	Related technical knowledge
1. Identify sources of data collection: primary and secondary 2. Familiarize with data collection tools, forms and formats 3. Prepare plan 4. Visit entrepreneurs, entrepreneurs group 5. Fill up the firm compile data and submit 6. keep records	**Condition (Given):** Class room, teaching materials,field , facility and equipment **Task (What):** Carry out data collection process independently **Standard (How well):** • Data collation process carried out by using appropriate methods of data collection and size of sample.	**Data collection:** • Concept • Objectives • Importance • Source of data • Methods of data collection: (participatory rural appraisal, Rapid rural appraisal, household survey) • Sampling techniques:- (lottery, random numbers) • Sampling methods: – (random, systematic random, stratified random and purposive sampling)

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes
Safety: properly ventilated class room

Task structure

Task 5: Analyze data		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect required information 2. Code data 3. Prepare spread sheet format based on data variables 4. Enter data 5. Tabulate data 6. Decode data 7. Compare data 8. Analyze data 9. Interpret data 10. Present data through table, graph or other diagrammatical methods	**Condition (Given):** Computer facility **Task (What):** Analyze data **Standard (How well):** Data analysis carried out based on the statistical tools of data analysis	**Analyzing data:** • Concept, principles and importance of data analysis • Computer software: MS excel • Statistical tools for data analysis • Methods of data analysis • Comparison of data • Interpretation of data

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes, computer facility
Safety: Be careful for misinterpretation of data

Task 6: Provide feedback		
Performance steps	Terminal performance objective	Related technical knowledge
1. Document specific monitoring results 2. Prepare check list of improvement measures (for providing feedback) 3. Identify the main responsible and support persons or organizations 4. Identify when and how to improve 5. Prepare priority list 6. Provide suggestions for improvement	**Condition (Given):** Class room teaching and class room exercise **Task (What):** Provide feedback for improvement **Standard (How well):** • Feedback provided be inclusive of who, when and how to improve.	**Feedback:** • Concept and importance of feedback and feedback loops • Participatory monitoring and evaluation • Feedback to improvement

Required tools/equipment: Class room, Board and marker, newsprint, permanent markers, paper tapes
Safety: properly ventilated class room

Task structure

Task 7: Identify graduate and resilient entrepreneurs		
Performance steps	Terminal performance objective	Related technical knowledge
1. Get information about graduation and resilient criteria 2. List entrepreneurs 3. Sort out potential/graduates/ resilient entrepreneurs 4. identify services required for graduation/ resilient 5. Refer institution for the services 6. Keep records	**Condition (Given):** List of the institutes providing entrepreneurs training **Task (What):** Identity graduate and resilient entrepreneurs **Standard (How well):** Thegraduate entrepreneurs well identified following all the performance steps in right time, place and order.	**Identification of the graduate entrepreneurs:** Concept of graduation and resilient • Need to identify • process to identify • Methods of contacting with others • Precautions to be followed while contacting with others • Records keeping

Required tools/equipment**:** Class room, Board and marker, newsprint, permanent markers, paper tapes
Safety:properly ventilated class room

Task structure

Task 8: Apply spider web tools/problems tree		
Performance steps	Terminal performance objective	Related technical knowledge
1. Receive instructions 2. Familiarize about spider web and problem tree. 3. Familiarize the process to incorporate the achievement and issues of MEs into the spider web and problem tree. 4. Visit to the program location 5. Apply the process in the MEG/MEGA/DMEGA 6. Prepare report 7. 8.	**Condition (Given):** Class room, marker, white board, transparency sheet, projector **Task (What):** Facilitate to apply spider web tools/problem tree. **Standard (How well):** Facilitate to apply spider web tools/problem tree and analyze to incorporate into the plan	**Spider web tools** • Concept • Need • process

Required tools/equipment**:** Class room, Board and marker, newsprint, permanent markers, paper tapes
Safety:properly ventilated class room

Part 2: Documentation and Reporting

<div align="right">

Total: 39 hrs.
Theory: 7 hrs.
Practical: 32 hrs.

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Description:
It consists of the skills and knowledge related to documentation in the related occupation. Each task structure consists of steps, terminal performance objective [TPO], and related technical knowledge concerned with the task.

Objectives:
After its completion the trainees will be able:
- To follow basics of records management
- To maintain filing system
- To keep /maintain financial records
- To keep /maintain inventory
- To prepare yearly / quarterly / monthly reports
- To prepare yearly plan of operation (YPO)
- To compile related training manuals
- To keep /maintain entrepreneurs registry
- To write success stories/best practices
- To facilitate to prepare documentary

Tasks

1. Manage reports/records
2. Maintain filing system
3. Keep /maintain financial records
4. Keep /maintain inventory
5. Prepare yearly / quarterly / monthly reports
6. Prepare yearly plan of operation (YPO)
7. Compile related training manuals
8. Keep /maintain entrepreneurs registry
9. Write success stories/best practices
10. Facilitate to prepare documentary

Task structure

Task 1: Manage report and record		
Performance steps	Terminal performance objective	Related technical knowledge
1. Document relative importance of records 2. Make a record schedule 3. Review and keep records periodically 4. Get updated information 5. store reports/records 6. Ensure for easy and prompt retrieval 7. Maintain index for easy references	**Condition (Given):** Reading materials and exercises for trainees **Task (What):** Manage reports/ records **Standard (How well):** The basics of records management followed in right time and manner.	**Basics of records management:** • Meaning, process and importance of records management • Retention and disposal of records

Required Tools/equipment:
Safety:

Task structure

Task 2: Maintain files		
Performance steps	Terminal performance objective	Related technical knowledge

1. Collect required information
2. Collect required tools and material
3. Maintain files.
4. Maintain expenditure bills, vouchers and other financial records.
5. Maintain inventory records.
6. Follow Precautions
7. Keep records
	Condition (Given):
	
	Class room, folders, guides & filing cabinet
	
	Task (What):
	
	Maintain files
	
	Standard (How well):
	• Various types of filing systems established and maintained by using folders, guides and filing cabinet.
		Filing:
		• Introduction, Objectives and importance
		• Methods of filing
		• Collecting required information
		• Collecting required equipment and materials
		• Types of filing:
		  ▪ Alphabetical filing
		  ▪ Numerical filing
		  ▪ Geographical filing
		  ▪ Chronological filing
		  ▪ Horizontal filing
		  ▪ Vertical filing
		• Precautions to be followed
		• Keeping records

Required Tools/equipment: Folders, Guides & Filing cabinet
Safety: Handle filing cabinet properly

Task structure

Task 3: Keep/maintain financial records		
Performance steps	Terminal performance objective	Related technical knowledge
1. Collect expenditure bills for programs 2. File all the documents properly 3. Update all financial documents 4. Keep the financial documents separately in the cupboard 5. Lock the cupboard/filing cabinet	**Condition (Given):** Class room Cupboard/filing cabinet **Task (What):** Keep/maintain financial records **Standard (How well):** Various types of financial records kept and maintained following the basics of financial records management.	**Financial records:** • Financial records: ▪ Concept ▪ Types ▪ Uses and applications ▪ Procedure of keeping and maintaining • Basics of financial records management

Required Tools/equipment: Cupboard/filing cabinet
Safety:

Task structure

Task 4: Keep/maintain inventory		
Performance steps	Terminal performance objective	Related technical knowledge
1. Acquire different formats and ledgers. 2. Prepare requisition form and get approval. 3. Prepare purchase order and get approval. 4. Receive the goods from suppliers and inspect. 5. Maintain separate stock ledger for expendable and non-expendable goods. 6. Keep it in proper place. 7. Issue the goods as per approved requisition form. 8. Maintain the stock book regularly. 9. Check store room time to time. 10. Check the stock as per the stock book time to time. 11. Prepare inventory report as per the requirement of the organization (at least twice a year) 12. Submit the report to the concern persons/agencies.	**Condition (Given):** Purchase order, requisition form, receipt book, stock ledger (expandable/non expendable) and sample format of inventory **Task (What):** Keep/maintain inventory **Standard (How well):** The inventory kept and maintained as per given sample format.	**Inventory keeping:** • Introduction, Objectives, importance and types • Process of maintaining inventory

Required Tools/equipment: Requisition form, purchase order form, goods receipt form, stock ledger, pen, paper
Safety:

Task structure

Task 5: Prepare yearly/quarterly/monthly reports		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Acquire formats for yearly/quarterly/monthly reports. 2. Collect required information to be filled in the report. 3. Write the activities in sequential order. 4. Write the periodical reports on target and achievement in sequential order. 5. Write the reason for not achieving the target if applicable. 6. Write other textual report if required 7. Take precautions.	**Condition (Given):** Class room reporting formats **Task (What):** Prepare yearly/quarterly/ monthly report. **Standard (How well):** ▪ The yearly, quarterly, and monthly reports prepared as per given formats.	**Yearly/quarterly/monthly reports:** • Concepts, importance and applications reports • Principles and procedures for preparing the reports • Precautions to be taken while preparing the reports

Required Tools/equipment: Reporting formats, pen, paper
Safety:

Task structure

Task 6: Prepare yearly plan of operation (YPO)		
Performance steps	**Terminal performance objective**	**Related technical knowledge**

1. Acquire format of YPO.
2. Collect require information
3. Write the activities in details.
4. Write the targets for each activity.
5. Mention the time frame to accomplish each activity.
6. Mention the require budget to accomplish each activity.
7. Mention the responsible persons/agencies to accomplish each activity.
8. Submit the YPO to concern persons/agencies/authorities
9. Get approval.
10. Follow precautions
11. keep records
	Condition (Given):
	
	YPO format
	
	Task (What):
	
	Prepare yearly plan of operation (YPO)
	
	Standard (How well):
	
	▪ The yearly plan of operation (YPO) prepared should be as per given format.
		Yearly plan of operation (YPO):
		
		• YPO:
		  ▪ Concept
		  ▪ Objectives
		  ▪ Importance
		  ▪ Application / uses
		• Procedure for preparing YPO
		• Procedures to be followed

Required Tools/equipment: YPO format, pen, paper,
Safety:

Task structure

Task 7: Compile related training manuals		
Performance steps	**Terminal performance objective**	**Related technical knowledge**
1. Collect all training manual from trainers/resource persons/ concerned agencies. 2. File all the training manuals. 3. Make necessary copies. 4. Bind the training manuals. 5. Give numbering & keep the records. 6. Keep in the library. 7. Use as a reference material.	**Condition (Given):** Library, training manuals, binding tape, spiral, spiral binding machine, stitching machine **Task (What):** Compile related training manuals. **Standard (How well):** ▪ Related training manuals compiled in the forms of books.	**Training manuals:** • Objectives • Importance • Application and uses

Required Tools/equipment: Training manuals, binding tape, Spiral, Spiral binding machine, stitching machine
Safety: Handling of stitching machine and binding machine carefully.

Task structure

Task 8: Keep/maintain entrepreneurs diary		
Performance steps	**Terminal performance objective**	**Related technical knowledge**

1. Acquire format of entrepreneurs' registry.
2. Fill general information [i.e. name, sex, ethnicity type, address, education, per capita income etc.]
3. Fill the monthly production and sales records [i.e. quantity, amount.]
4. Fill the loan and equity status of each entrepreneur[i.e. loan receive, loan repayment, loan outstanding, principle overdue, principle default, interest repayment, interest overdue, interest default, first cycle equity, second cycle equity …… etc.]
5. Fill the group information [i.e. group name, position, date of joining group, group saving, saving mobilization etc.]
6. Fill the other information [i.e. date of enterprise started, enterprise status, enterprise type, product name, market to sell, employment number, etc.]
7. Fill the training information in detail [e.g. name of training, date, participant name, sex, ethnicity, PCI, resource person, cost of training etc.]
8. Fill the details of appropriate technology used.
9. Fill the details of marketing support provided [e.g. participate in exhibition, trade fair, exposure visit, product launching,]
10. Fill other information as per registry package
	Condition (Given):
	
	Computer lab, entrepreneur registry package and supplies
	
	Task (What):
	
	Keep/maintain entrepreneurs diary
	
	Standard (How well):
	
	▪ The entrepreneur's registry kept and maintained as per the provided package.
		Entrepreneurs registry:
		
		• Entrepreneurs registry:
		  ▪ Concept
		  ▪ Importance
		  ▪ Uses
		  ▪ Keeping procedures
		• Information to be filled:
		  ▪ General information
		  ▪ Monthly production and sales
		  ▪ Loan and equity status
		  ▪ Group information
		  ▪ Training information
		  ▪ Appropriate technology used.
		  ▪ Marketing support
		  ▪ Other information as per registry package
		• Precautions to be followed
		• Records keeping

Required Tools/equipment: Computer, entrepreneurs registry package
Safety:

Task structure

Task 9: Write success stories/best practices	

Performance steps	Terminal performance objective	Related technical knowledge
1. Receive the format for writing success stories / best practices. 2. Visit the successful entrepreneurs. 3. Collect the required information. 4. Write the topics of the story. 5. Write the background & history of the entrepreneurs. 6. Write the success/achievement including change in livelihood. 7. Give the summary in the last paragraph. 8. Don't make the stories/best practices unnecessary long. 9. Check the spelling and grammar. 10. Design the layout. 11. Published in the newsletter, booklet, broacher, newspaper 12. Keep records.	**Condition (Given):** Class room, a format / sample of success story and best practices **Task (What):** Write success stories/best practices **Standard (How well):** ▪ The success stories and the best practices written should be as per standard format / sample supplied and should be in simple language understandable by the targeted readers.	**Success stories and best practices:** • Concept • Objectives • Importance • Uses • Components • Designing the layout • Methods of writing success stories and best practices

Required Tools/equipment: Format, pen, paper
Safety:

On the job training

Objectives
- To practice/apply the skills/knowledge developed by the trainees through institutional training in the real world of work of the related occupation.
- To practice / re-practice the skills gained through institutional training that the trainees have not got enough opportunity to practice and apply them due to the institutional constraints/ limitations.
- To gain world of work experiences.
- To acquire skills/knowledge recently developed in the related field of occupation.
- To make trainees familiar with the future occupation/job they are going to hold.
- To provide trainees with supporting skills & knowledge necessary for the related occupation.
- To make the trainees familiar with the day to day administrative/managerial activities applicable in their related occupation.

OJT Placement

The related training institute needs to perform the followings for OJT placement of the trainees:
1. Make list of the employer agencies
2. Select employer agencies/related farms:
   - Obtain the curriculum
   - Match the skills specified in the curriculum with the occupational activities conducting by the farm/shop/garden/park/institutes.
   - Select the employer agency/farm for OJT which:
     - Is well equipped and can provide maximum opportunity to practice/ develop/apply the skills and knowledge included in the curriculum.
     - Can provide recently developed knowledge/skills in the related occupation.
     - Has the possibility to offer job for the trainees having satisfactory job performance after the completion of OJT.
     - Can offer facilities to the trainees during OJT.

3. Contact the farm/employer agency for OJT.
4. Make agreement with the farm/employer agency regarding OJT.
5. Orient the employer/farm regarding supervision & evaluation of the trainees on OJT.
6. Assign the trainees who have passed institutional training to the selected farms/ employer agencies.
7. Orient the trainees for OJT (about objectives, curriculum, activities in which they have to be involved, recording, supervision & evaluation etc.)
8. Send trainees with official letter for OJT.
9. Manage/provide salary (at least to cover the living cost) to the trainees.
10. Have initial supervision to help socialize and guide the trainees sent for "on the job training".

11. Have periodic supervision and evaluation of the trainees at least three times during the period of OJT.
12. Collect feedback as inputs for the revision of the curriculum in the future.
13. Keep records.

Orientation to the trainees for OJT
The trainees who are placed on OJT are to be oriented by the related institute about the followings:-
- OJT Activities
- OJT evaluation
- OJT curriculum

Suggestion for Trainees for OJT
1. Receive orientation for OJT provided/delivered by the related training institute.
2. Obtain curriculum.
3. Obtain official letter for joining OJT.
4. Contact the assigned farm/organization
5. Maintain attendance.
6. Manage accommodation
7. Obtain job description
8. Visit/observe the activities related.
9. Study critically the related farm units.
10. Study the curriculum
11. Match the tasks specified in the curriculum with the actual tasks/activities being carried out in the farm/shop/garden/institute.
12. Make lists of tasks:
    - You need to practice for confidence building
    - You need to practice the skills that are not covered in the institutional training(s).
    - You need to practice the skills that are not included in the curriculum but need to perform in the real world of the occupation for successful job performance.
    - Recently developed skills through research applicable to your level of job after OJT.
13. Finalize the task list consulting with:
    - Your supervisor &
    - Instructor
14. Practice/perform/develop as many related skills as possible related to your level of job.
15. Perform related administrative functions.
16. Perform/develop skills on all the duties provided by the farm/employer during OJT.
17. Get help from the senior(s)/supervisor to perform the tasks/develop skills as maximum as possible.
18. Develop daily diary/log book
19. Fill the daily diary/log book
20. Get signed by your supervisor regularly
21. Seek & follow suggestions from seniors.
22. Show excellent job performance to influence your seniors/supervisor so that they could willingly recommend to the employer to offer you the job after OJT.
23. Develop Professionalism.

Skills to be covered

The trainees who are placed on "OJT" need to develop specific skills as maximum as possible utilizing the opportunity of skill practice in the assigned job environment related to the followings:

- Target group assessment
- Resources   analysis
- Entrepreneurship development
- Business plan
- Gender & social inclusion
- Technical skills
- Micro finance
- Appropriate technology
- Resources mobilization
- Marketing activities
- Documentation
- Basic computer skills
- TOT
- Counseling services
- Capacity building skills
- Communication
- Intuitional development activities
- Conflict management
- Monitoring and evaluation
- Professionalism development
- Maintaining quality

OJT Evaluation

The OJT will be evaluated by:

- Related supervisor of the employer agency
- Related instruction/supervisor of the training institute.
- External Module matter expert (SME)assigned

The marks distribution for the evaluation of the trainees under OJT will be as follows:

S.N.	Evaluators	Marks Distribution	
		Full marks	Percentage
1.	Related supervisor of the employer agency		50%
2.	Related instructor/supervisor of the training institute		25%
3.	External expert (SME) assigned		25%
	Total:		100%

Reading materials
- Related publications of CTEVT and MEDEP
- Instructor selected related reading materials available in the local market.
- Instructor prepared handouts, notes, manuals, and other reading materials.

References:
- Khanka S. S. *Entrepreneurial Development*, S. Chand and co. New Delhi.
- Kuratko F. and R. M. Hodgetts, *Entrepreneurship: A Contemporary Approach.* The Dryden Press, Forth Worth, Texas.
- Englemann, R(ed), *Small Business*, Stellagraphic.
- Manandhar, Devendra. *Entrepreneurship Development*. Published by CTEVT
- MEDEP reports and publications.
- Simple Book Keeping Manual   -IEDI
- Double entry book keeping training manual   - IEDI
- Marketing Management training manual   - IEDI
- Marketing in Nepal   - Dr. Govinda Ram Agrwal
- Selling skill improvement training   - IEDI
- Salesmanship training Manual   - IEDI
- Micro Enterprise Creation Training Manual   - IEDI
- New business creation training of trainers manual- IEDI
- TOPE,TOSE, TOEE, TOGE of SIYB   - ILO, IEDI
- Entrepreneurship and small business promotion - Entrepreneurship Development Training Manual
- Institute(EDI) Campus, India
- Plan your own business   -IEDI
- Scheme for growth of a manufacturing business (A Manual for the consultant)- SBPP(Small Business Promotion Project)
- MECD/ SIYB manual
- Counseling manual of SIYB/MECD
- Agrawal, Govinda Ram, *Fundamentals of Marketing*, M K Publisher and Distributor, Kathmandu
- K.C., Fatta Bahadur, *Fundamental Principles of Marketing*, Sukunda Pustak Bhawan, Kathmandu
- Amatya, Surendra Keshar and Thapa, Gopal, *Fundamentals of Advertising*, Khanal Books & Stationery, Kathmandu
- Thapa, Gopal, *Dictionary of Marketing*, Buddha Academic Enterprises, Kathmandu
- Network Development for Market Promotion – Training manual for small industry, CEBUD, Swiss contact, SIPP
- Kotler, Philip and Armstrong, Gary, *Principles of Marketing*, Prentice Hall of India, New Delhi
- Marketing management and strategy II edition 2052   - K N Shershta
- Network development for market promotion – training manual for small industry – Developed by CEBUD, Swiss contact, SIPP
- SIYB Training manual Part I
- Social mobilization manual developed by SAPAP
- Office Organization and Management by: Kul Narsingh Shrestha, Nabin Prakashan
- Office Management and Secretarial Practice by: Kul Narsingh Shrestha, Nabin Prakashan

Facilities

- Specious class rooms
- Storing facility
- Well equipped multipurpose room
- Computer with internet / e-mail facility
- Telephone facility
- Toilet facility
- Electricity facility
- Clean water supply facility
- Library facility
- Vehicle [optional]
- Canteen [optional]
- Hostel [optional]

List of tools, materials, and equipment

- White board,
- Board Marker
- Duster
- Black board
- Chalk
- Pin board
- Pin
- Permanent marker
- Transparency marker
- Pencil
- Pencil cutter
- Eraser
- Brown paper
- Chart paper
- News print
- Meta-card
- A4 paper
- Masking tape
- Water tape
- OHP
- Computer
- Laptop
- Multimedia projector
- Scissor
- Glue stick
- Stapler
- Stapler pin
- Punching machine
- Ruler
- Record file
- Pictures
- Different Forms
- Flip Chart
- Transparency paper