

Facilitator Guide



Sector
Automotive

Sub-Sector
Automotive Vehicle Service

Occupation
Technical Service Repair

Reference ID: **ASC/Q1411, Version 2.0**
NSQF Level: 4

Two Wheeler Service Technician

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”

Acknowledgements

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About this Guide

This faculty guide is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

This book is designed to enable a candidate to acquire skills that are required for employment. The content of this book is completely aligned to the National Occupation Standards QP/NOS and conform to the National Skills Qualification Framework (NSQF).

The Qualification pack of Two Wheeler Service Technician, Level 4 includes the following NOS's which have all been covered across the units:

1. ASC/N9801: Organize work and resources (Service)
2. ASC/N9802: Interact effectively with colleagues, customers and others
3. ASC/N1420: Perform routine servicing and minor repairs

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Symbol Used



Steps



Activity



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Say



Facilitation Notes



Demonstrat



Resources

Key Learning Outcomes

At the end of this module, trainees will be able to:

1. Discuss about automobile industry
2. List OEMs and different products/models available
3. Classify automobiles based on industry and other parameters
4. Recall the history of two wheelers
5. Discuss role of two wheeler service technician
6. List key responsibilities of service technician

Unit 1.1 - Introduction to Automobile

Unit Objectives

At the end of this unit, trainees will be able to:

1. Discuss about automobile industry
2. List OEMs and different products/models available
3. Classify automobiles based on industry and other parameters

Resources to be Use

Facilitator can use the available objects such as a marker, duster, pen, notebook etc.

Notes for Facilitation

- Ask the trainees about the expectations from the course.
- Invite trainees to participate. List the expectations on the whiteboard.
- Play the music keepers game with trainees as an icebreaker activity.
- You could ask the trainees who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy trainees to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc. Ask the trainees about the expectations from the course.

Do

- Take a parcel, mention some details such as student name, hobbies, likes, dislikes etc.
- Make the trainees stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say 'Stop' when the trainees least expect it. The person who has the parcel at that time should get out from the class.
- Those who get out should introduce themselves by providing the details mentioned in the parcel.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- At last, say thanks to the trainees for their participation.
- Ask for feedback on the exercise of participation and what they derived out of it.

Ask 

- Ask about their understanding for automotive industry.
- What they understand by the word Automobile?

Say 

- We do also understand the meaning of automobile, it could be a car, two wheeler, bus etc. having its own engine and move using wheels for goods transport or carry passengers.
- The automobile word has been taken from ancient Greek word which combine auto means self and mobile means movable thus we can define automobile as a vehicle which can move by itself.

Elaborate 

- Different names of automobiles used
- Categories of automobiles
- Classification of automobiles.
- History of two wheelers

Notes for Facilitation 

- Start with a positive and happy note
- Summarize the main points.
- Encourage them to ask questions and involve during the session.
- Share your inputs and insight to encourage the trainees.
- Wrap the session up after summarizing the key points and answering questions.

Unit 1.2: Job Role of Two Wheeler Service Technician

Unit Objectives

At the end of this unit, trainees will be able to:

1. Discuss role of two wheeler service technician
2. List key responsibilities of service technician

Resources to be Use

- Available objects such as whiteboard, marker pens, duster etc.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Greet and welcome the participants to the next session of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Capture their responses on board and share them wherever necessary.

Say

- The role of the companies does not end with selling the product only. In fact, with the ever growing competitive market, it is completely important for every company to equally work hard in after sales.
- This includes product quality and sustains performance which leads to customer satisfaction
- After sales service should ensure that customers are happy and satisfied not with the product only but also the service the organization offers. Here comes the role of technicians to provide maintenance and repairing services to customer.

Explain

- Explain the role and responsibilities of a two wheeler service technician.
- Explain service process in a two wheeler service station.

Key Learning Outcomes

At the end of this module, trainees will be able to:

1. List the potential workplace related risks and hazards, their causes and preventions.
2. Identify safety measures during work
3. Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc.
4. Show how to deal with a fire accident;
5. Demonstrate how to evacuate the workplace in case of an emergency.
6. Demonstrate basic first aid techniques during electric shock, burns and choking
7. State the methods to keep the work area clean and tidy.
8. Perform routine cleaning of tools, equipment and machines.
9. Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc.
10. Discuss how to complete the given work within the stipulated time period.
11. Discuss ways to maintain a proper balance between team and individual goals.
12. Discuss epidemics and pandemics and their impact on society at large.
13. Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic.
14. Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers
15. Show how to sanitize and disinfect one's work area regularly
16. Demonstrate the correct way of washing hands using soap and water
17. Demonstrate the correct way of sanitizing hands
18. Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/ coughing/sneezing, etc.).
19. Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic.

UNIT 2.1: Safe Working Practices

Unit Objectives

At the end of this unit, trainees will be able to:

1. Elaborate importance of safety at workplace
2. List the potential workplace related risks and hazards, their causes and preventions.
3. Identify safety measures during work
4. Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc.

Resources to be Use

- Available objects such as white board, marker pens, duster, PPE.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- The health and safety of employees is crucial since it affects both economic and social factors. Workplace safety plays an important role in organization as it boosts the productivity.
- If the workers in the organization feel safe they can work with their full capabilities and potential and it also reflect positivism in the working environment.
- Measures needs to be taken to eliminate risks at work and ensure a safe and comfortable environment for the employees.

Ask

Ask these questions to trainees:

- What are the important aspects of safety in automobile industry?
- List essential elements necessary for safety.
- What are the good safety practices?
- What they think about safety in automobile service industry?

Elaborate

Elaborate and discuss below points with trainees

- Importance of safe & secure working place.
- The condition of the work place environment e.g. means of access, physical safety, housekeeping, and safe place of work etc.
- The training and competence of the employees which include ability to understand apply and respond to safe systems of work.
- Preventative procedures need to follow.
- Responsibilities of the employers and employees for maintaining safe workplace.

Say

- A hazard is something that has the potential to cause injury, disease or death in a workplace.
- Aspects for the development of a safe workplace environment are development policies, consultative process, hazard identification and control.
- Always follow safety signages to ensure safety at workplace and ensure the control measures.

Ask

Ask these questions to trainees:

- List different types of hazard.
- You can pick the students and ask the hazard warning sign.
- What are the most common hazards in a vehicle service and repair workshop?

Elaborate

Elaborate and discuss below points with trainees

- Hazard
- Categories of hazard
- Types of hazard
 - ✓ Physical hazard
 - ✓ Chemical hazard
 - ✓ Biological hazard
 - ✓ Psychological hazard
 - ✓ Electrical hazard
- Common causes of hazard

Do

- Show all the hazard warning sign and their differences.
- Ask the various techniques to avoid and control from hazards.
- Give trainees some time to think about effects of hazard on our body.

Activity

- Ask the students to assemble together.
- Show the hazard signage chart to trainees and tell them to identify hazard signages one by one.
- By this activity, they will learn about different hazard signages paced at workplace.

Skill Practice	Time	Resources
Identify hazards signage	20 min	Hazard signage chart

Do

- Call each student one by one and ask him/her to identify the name of hazard sign showing on the chart.

Say

- There are safe practices need to be consider for avoiding general workshop hazards.
- Use of personal protective equipment is the first step towards the safety. Personal protective equipment serves as the last resort for controlling hazards and is one, but not the only, ancillary or temporary measure.

Ask**Ask these questions to trainees:**

- What are the safe practices for avoiding general shop hazards?
- List type of PPE is required for a vehicle servicing technician?
- What are the benefits of PPE at workplace?

Elaborate

Elaborate and discuss below points with trainees

- Safe practices to avoid automobile workshop hazards
- Safe practices while using tools and power tools
- Personal protective equipment and their use.



Fig 2.1.1 PPE

Do

- Show them the PPE.
- Demonstrate the use and requirement of PPE.

Field Visit

Plan a visit in the industry and show PPE used and safe working practices followed in the industry.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Unit 2.2: Emergencies, Rescue and First Aid Procedures

Unit Objectives

At the end of this unit, trainees will be able to:

1. Discuss the causes of fire at the shop floor;
2. Demonstrate steps of emergency procedures
3. Demonstrate steps to evacuate in emergency situation
4. Demonstrate basic first aid techniques

Resources to be Use

- Available objects such as white board, marker pens, duster, different types of fire extinguisher, fire alarm, PPE, sample emergency plan and first-aid kit.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Fire is defined as a self-sustaining combustion process in which a substance (fuel) combines with oxygen in air to produce immense heat and light.
- Fire hazards pose threats to life and property.
- There are four classes of fire i.e. Class A, Class B, Class C and Class D.
- A fire extinguisher is an active fire protection device used to extinguish or control small fires, often in emergency situations.

Ask

- What is fire?
- What are the common types of fire safety equipment used in industry?
- What is fire extinguisher and how you can use it?

Elaborate

Elaborate and discuss below points with trainees

- Fire and types of fire
- Ways and effects of fire hazard
- Emergency instructions in case of fire
- Ways for fire prevention
- Fire-fighting equipment and fire extinguisher
- Types of fire extinguisher, their color codification and classification according to classes of fire
- Use of fire extinguisher

Do

- Tell them about the fire-fighting equipment.
- Show them the equipment and explain their use.
- Demonstrate them the use of fire extinguisher.
- Explain them about different types of fire extinguishers.

Demonstrate

- Take the trainees into the workshop.
- Demonstrate the steps of using fire extinguisher.

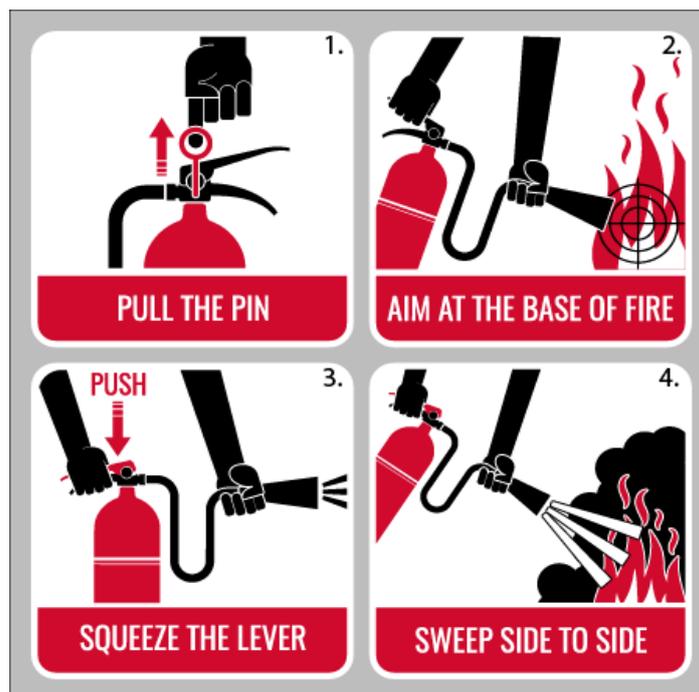


Fig 2.2.1 Using a fire extinguisher

Activity 

- Ask the students to assemble together.
- Tell them to demonstrate the use of fire extinguisher one by one.
- By this activity, they will learn about use of fire extinguisher.

Skill Practice	Time	Resources
Use of fire extinguisher	2 Hours	Fire extinguisher, PPE

Do 

- Provide one by one a fire extinguisher to each trainee
- Support them in using a fire extinguisher properly.
- Go around and make sure they are doing it properly.

Say 

- Every workplace have an emergency plan for dealing with emergencies. You should be instructed about plan through refresher trainings or fire drills time to time.

Elaborate 

Elaborate and discuss below points with trainees

- Emergency plan during emergencies
- Emergency service number
- Medical emergency procedures
- Evacuation procedures for workers & visitors in case of emergency

Explain 

- Explain how to follow emergency procedures during and emergency.
- Explain the need of attending trainings or fire drills organised by organisation.

Demonstrate 

- Take the trainees into the workshop and demonstrate how to follow emergency and evacuation procedures during an emergency.

Activity

- Ask the students to assemble together.
- Make 5 groups of trainees.
- Give them a situation of emergency and tell them to role play and follow emergency procedures.
- By this activity, they will learn about how to follow emergency procedures.

Skill Practice	Time	Resources
Emergency procedures	3 Hours	Fire extinguisher, PPE

Do

- Give each group a different emergency situation and tell them to do a role play and demonstrate how to follow emergency procedures in it.
- Support them in preparing the role play.
- Allow each group one by one to present their play.
- Praise them after completion of play.

Say

- It is extremely important to report accidents and incidents right away, no matter how minor it may be.
- Reporting of incidents and accidents is required under the Work Health and Safety (WHS) legislation.
- Always report an accident to management immediately. There should be a form at each workplace that you (or the person involved) and any witnesses can fill out, where possible, otherwise it can be completed by a health and safety representative (HSR) if necessary.

Elaborate

Hazard reports can take a number of different forms:

- The standard hazard report used by workers for all hazards
- Reports of infections
- Near-miss incident reports
- Reports of damage and faulty tools, equipment and machines
- Routine inspection reports

Structure of an accident report:

- Description of the occurrence

- Nature of injury or disease
- Injury or disease happened as a result of the occurrence?
- First aid, medical treatment or hospital admission
- Part of the body affected
- Source of injury
- Probable cause or causes of injury
- Investigation
- Notification checklist
- Preventative action
- Witness details

Ask

- What are the areas covered in accident report?
- Why reporting and documentation is necessary?
- What are the important things to remember filling reports and documents?

Activity

- Ask the students to assemble together.
- Make pairs of students
- Tell them to imagine a fire accident and prepare a fire accident reports

Skill Practice	Time	Resources
Fire accident report	1 Hour	Checklist

Do

- Provide them a fire hazard situation for making report.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Say

- If you think someone is suffering from electric shock, approach with extreme caution and it's your duty to give the basic first aid to save the life of victim.

Ask

- What are the basic steps of first aid?
- What is CPR process?

Demonstrate

You can make a group of few trainees to demonstrate the steps of first-aid in following situations:

- Free a person from electrocution
- Bleeding and Wounds
- Burns
 - ✓ Chemical or Compressed Gas Burns
 - ✓ Heat or Electrical Burns
- Choking
- Basic techniques of banding
- Artificial respiration and the CPR Process
- Correct method to move injured people during an emergency

Activity

- Ask the students to assemble together.
- Tell them to divide into six groups.
- Tell them to prepare a role play of an accident and demonstrate the first-aid steps need to perform for saving the victim.

Skill Practice	Time	Resources
First-aid practices	3 Hours	Mannequin, first-aid box

Do

- Support the teams in preparation of role play
- Praise their effort during the demonstration.
- Wrap the unit up after summarizing the key points and answering questions.

Field Visit

Plan a visit to any of the industry and show the firefighting equipment. With the help of field visit show the trainees where we need to various firefighting equipment and how to use them.

Show them fire drill session. With the help of field visit explain them the importance of fire drill for safety.

Unit 2.3: Workplace Quality Standards

Unit Objectives

At the end of this unit, trainees will be able to:

1. State the methods to keep the work area clean and tidy.
2. Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc.
3. Perform routine cleaning of tools, equipment and machines.
4. Discuss how to complete the given work within the stipulated time period.
5. Discuss ways to maintain a proper balance between team and individual goals.

Resources to be Use

- Available objects such as white board, marker pens, duster, cleaning equipment.
- PC with LCD Projector or Flip Chart

Do

- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Capture their responses on board and share them wherever necessary.
- Tell them that they will learn about housekeeping practices, organization policies and procedure, time management and team work.

2.3.1: Housekeeping Practices

Say



- Housekeeping includes keeping work areas tidy and arranged; keep floors free of slip and trip accidents; clearing of waste materials and other fire hazards.
- Good housekeeping is a basic step for preventing accident and fire hazards. Poor housekeeping and hiding hazards can cause frequent accidents which can cause injuries. The great majority of all work accidents are caused during the handling of goods or materials, and by people falling, being hit by falling objects, or striking against objects in the workplace. All these causes can be reduced by good housekeeping practices.
- **Examples of housekeeping are:** excessive material, waste or chips in the working area, congested aisles, tools left on machines, waste containers overflowing, lockers and workrooms in disorder, acids in open containers, broken glass etc.

Explain

- Explain principle of housekeeping.
- Explain benefits of housekeeping.
- Explain the checklist of housekeeping program.

Elaborate



Elements of housekeeping programme checklist are:

- Buildings
- Floors
- Aisles
- Machinery and equipment
- Stock and material
- Tools
- Grounds
- Waste disposal

Ask

Ask these questions to trainee:

- What are the housekeeping concerns in automobile industry?
- What are the areas and objects need to take care under effective housekeeping program in an industry?

Field Visit

Arrange a visit to any of the servicing center and show the housekeeping program following there. With the help of field visit you could show the benefits and importance of housekeeping.

2.3.2: Organization Policy & Procedures

Say

- Most of the organizations usually formulate set of policies, principles and guidelines to reach long term goals.
- The policies and procedures are designed by the organization to control and establish decisions. This help the organization to take corrective action and activities within the organization take place with the set boundaries.
- A policy is a set of procedures which define the guidelines for dealing with human resource management issues in the organization. It communicates an organization's values and the organization's expectations of employee's behaviours and performance.

Ask

- What is the need of organization policies and procedures?
- List general policies and procedures followed in automobile industry.

Elaborate

Elaborate and discuss following topics:

- Benefits of organizational policies & procedures
- Common workplace policies
- How to work in line with organization policies & procedures

2.3.3: Time Management

Say

- Time management is the process of planning and practicing control over the time given to a specific task, especially to increase effectiveness, efficiency and productivity. It is an activity with the goal to increase the overall advantage of a set of activities within the limited condition of a limited time.
- As our time is always in demand, we need to think about how to use our time and for more effective time management we need to consider certain strategies. Time management does not mean to work harder or for longer period but it help us to work smartly so that we can finish our work easily and quickly.
- In this session, we will learn about how to manage the time smartly and effectively.

Ask

- What is the need of time management?
- List factors need to consider for time management.

Elaborate

Elaborate and discuss following topics:

- Benefits of time management
- Obstacles to effective time management
- Ways to resolve obstacles

Explain

- Explain various obstacles of effective time management.
- Explain ways to resolve obstacles and manege time effetively.

2.3.4: Set Clear Goals

Say

- To accomplish many things in your time of office, first you have to define your targets and ensure your struggles are always absorbed toward their accomplishment.

Ask

- What is the need of time management?
- List factors need to consider for time management.

Elaborate

Effective goals should be SMART i.e.

- Specific
- Measurable
- Achievable
- Realistic
- Time-based

Explain

- Explain how to decide SMART goals.

2.3.5: Prioritize

Say

- Now, to manage the time you have to prioritize the task. It is always good and safe to clarify that you cannot do everything, thus it is important to make a list of tasks periodically that confront you and prioritize them.

Ask

- What is the need of prioritizing tasks?

Elaborate

- **Techniques for prioritizing tasks are:**
 - ✓ Do
 - ✓ Delegate
 - ✓ Delay until another time
 - ✓ Delete
- **Ways to prioritize task:**
 - ✓ Address the urgent
 - ✓ Accomplish what you can do early
 - ✓ Attach deadlines to things you delay

Explain

- Explain techniques for prioritizing tasks.

2.3.6: Organize

Say



- After prioritizing tasks and setting deadlines, now you have to organize your plans and actions.
- Some time we use paper and pencil to organize our plans, now in today's environment we can use planner as it includes calendar and enough space to make notes.

Ask



- What is the need of organizing tasks?

Explain



- Explain ways to organise tasks and prepare planners.

2.3.7: Focus on the Task

Say

- In daily routine, you have to manage many activities and you cannot cut yourself from this fact. There is no way around this fact. But, you have to keep in mind and concentrate completely on the current task.
- Concentration can be difficult when you have a lot on your mind. But there are ways we can also manage this

Elaborate

- Ways for concentrating on your tasks.
- How to focus on goals and avoid interruptions.

Activity

- Ask the students to assemble in groups of 9-10 in ground.
- Organize a race that is broken into various stages like lemon race, followed by one-leg race and balloon race.
- Ask the team members to decide among themselves who will do what.
- The team that would be able to complete the task within a time of 4mins/ at the earliest would be the winner.

Skill Practice	Time	Resources
Time management	3 Hours	Lemon, balloon etc.

Do

- On the basis of the activity, discuss the factors that caused the team members lag behind and which factors enabled them to carry it within the assigned time.
- Relate it to the wider arena- that is to time management (when more than 1 person is involved) in general sense.

2.3.8: Working in Team

Ask

- What is the need and importance of teamwork?
- List advantages of team work.

Say

- The current trend of working in an organization is to work in form of teams. While working in an organization they have to support and guide other team members also.
- A good team is the one that motivates its members to have a positive attitude, perform better.
- Team work is a very important part of working life. They can have a big impact on the profitability of an organization, team and individual performance, company reputation, etc.
- The three important determinants of teamwork are leadership, the building of the right kind of groups or teams for better productivity.

Elaborate

Lessons from the Geese:

Teams are much more effective than individuals for work. Let's look at an example from Mother Nature to learn how an effective team works.

The geese actually fly in a group on their long flight of migration.

The flapping of the geese that are in front of the formation creates a draft for the geese at the rear reducing air resistance. This indicates their true sense of responsibility towards the fellow beings.

When the leader of the formation of the geese is tired, it goes back and another goose then comes in the front to lead the group of Geese. So, these Geese have no fixed leadership or hierarchy.

No goose likes to fly out of formation because it would get tired easily. Even if it does fly out of formation, it quickly comes back to its place. So, Geese have amazing team sense!

Geese also make a lot of noise while they fly. But it's interesting to note that the noise is not made by the geese leading the formation, but by the Geese in the back of the formation, which serve to support and keep everyone going. Isn't that the unique vocal support?

If one goose is ill and falls out of formation, a few of others stay with it, to be with it until it gets well or dies. Now, that's what we call team spirit!

Geese are unique as a team. The team behaves as a cohesive whole with a common goal of reaching a particular destination in mind. Team members help each other since they can collectively achieve much more than they can alone.

As explained about the Geese, being a human if we are sharing common set of direction and have

consider our community can move fast and reach to our goal in shorter period because we move with trust on each other.

Considering the Geese if we follow their footsteps we will be connected with the persons who could lead us to reach our destination. We willing accept help from others and offer our help to others.

It pays to take turns in doing the hard tasks and share the leadership. As with Geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents and resources.

We need to make sure we are encouraging each other in the team. In teams where there is encouragement, the production is much higher.

If we have as much sense as Geese, we will stand by each other in difficult times as well as when we are strong. Now, what do you say to that!!!

Explain

- Explain teamwork checklist need to follow at workplace
- Advantages of teamwork

Activity

- Divide students into teams and give them equal amounts of newspaper, gum, cello tapes – no scissors or blade should be used. Ask them to construct a castle in 30 mins. Best team will be identified based upon the following criteria
- Which team can build the tallest, structurally-sound castle?
- Which team can build a castle the fastest?
- Divide students into teams and in each team, 1 person should be the player. The player should not speak throughout the game, The eyes of the player will be tied and the rest of the team should direct him towards the exit of the room. The player should not touch any object till he/she reaches the exit door. Also, the team members should make sure they give him the proper clue for the directions. There is one more requirement. The player should first be directed to a place where the marker pen is placed. The player needs to pick it and then go towards the exit door. The team should co-ordinate amongst them and helps the player throughout the game. Time limit is 15 mins for each team.
 - ✓ Questions to ask during the review
 - ✓ Did you come up with a strategy before starting the challenge?
 - ✓ Did you adapt your game plan?
 - ✓ How did you feel being blindfolded? Did you always trust your communicators?
 - ✓ Did you get frustrated at any point?

Do 

- On the basis of the activity, discuss the factors that caused the team members lag behind and which factors enabled them to carry it within the assigned time.
- Go around and make sure they are doing it properly.
- Praise them for their efforts.

Say 

- Conflict can be defined as a serious disagreement or argument.
- Conflict exist in almost all organization and some time it is also consider positive as it helps in healthy exchange of ideas and creativity.
- Unsolved problems may lead to increased levels of bitterness and frustration. By deciding not to say something that would make you sound aggressive or frustrated, you can avoid unnecessary conflicts.
- Conflicts take place when people are rigid and are not willing to cooperate with each other.

Elaborate **Elaborate and discuss following topics:**

- How to resolve conflicts in a team, you should use these steps
- How to depersonalize conflicts
- Do's and don'ts to resolve complaints
- Do's and don'ts to respond to a Transactional Crisis

Activity 

- Call out a student randomly.
- Ask them to narrate an incident when they had a fight with their friend and it resulted in further problems in school, became a cause for mental stress.

Explain 

- Explain the importance of resolving conflicts for a person's mental peace, maintaining order and healthy environment in workplace.

Unit 2.4: Health and Hygiene During a Epidemic and Pandemic

Unit Objectives

At the end of this unit, trainees will be able to:

1. Discuss epidemics and pandemics and their impact on society at large.
2. Elaborate the significance of following prescribed rules and guidelines during an epidemic or a pandemic.
3. Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers
4. Show how to sanitize and disinfect one's work area regularly
5. Demonstrate the correct way of washing hands using soap and water
6. Demonstrate the correct way of sanitizing hands
7. Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/ coughing/sneezing, etc.).
8. Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic

Resources to be Use



- Available objects such as white board, marker pens, soap, sanitizer, water etc.
- PC with LCD Projector or Flip Chart

Do



- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Capture their responses on board and share them wherever necessary.

Say



- As we all are facing pandemic of coronavirus, we need to follow certain procedures while working in the workshop for the safety of self and others.
- In this session, we will discuss about safety procedures related to health and hygiene to keep everyone safe and secure and manage stress during an epidemic and pandemic.

Ask 

- What is an epidemic and pandemic?
- What are the safety practices need to follow during a epidemic and pandemic?

Elaborate 

Elaborate and discuss following topics:

- Difference between epidemic and pandemic
- Safety protocols during an epidemic and pandemic at workplace
- Workplace hygiene
- Importance of hygiene at workplace
- How to maintain hygiene in the workplace
- Personal grooming
- Differentiate between hygiene and sanitization
- Workplace and personal sanitization

Do 

- Show how to follow safety protocols during a epidemic or pandemic.
- Give some tips to maintain personal hygiene at workplace.
- Give some tips to slow the spread of germs specifically through cleaning and disinfecting.
- Show how to maintain personal sanitization.
- Show how to clean hands properly by soap or sanitizer.

Say 

- During an epidemic or pandemic, mostly people face mental problems due to Fear and worry about your own health and the health of your loved ones, financial situation or job, or loss of support services you rely on.
- So, there are some ways which can support us in managing mental stress during an epidemic or pandemic

Elaborate 

Elaborate and discuss following topics:

- Effect of stress on our mental health and daily life
- Ways to handle stress

Activity

- Call out few trainees randomly.
- Ask them to some narrate instances of coronavirus pandemic when they feel some mental stress and how it effects their life.
- Look for other such instances also in their life.

Explain

- Explain the importance and ways of managing stress for mental peace, maintaining order and healthy environment in workplace on the basis of their experiences shared in activity.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Exercise

Answers of the exercise

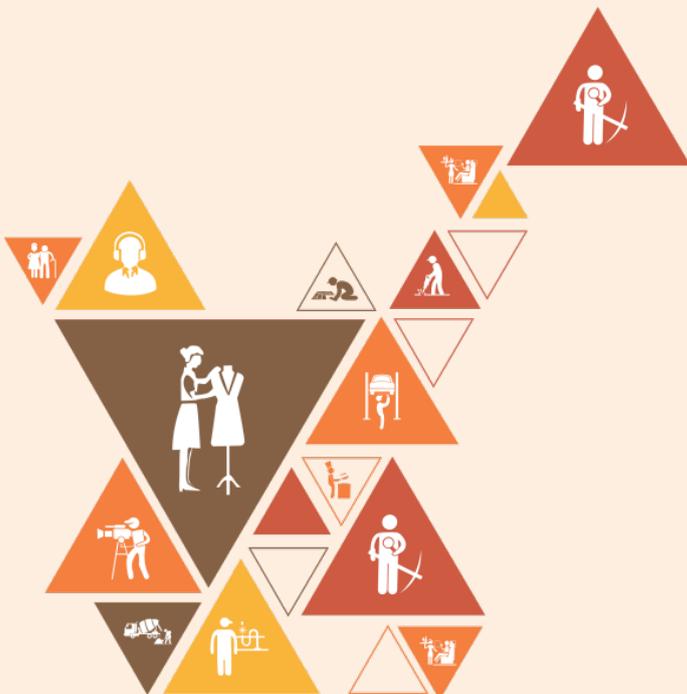
- | | | | | |
|----------------------------------|-------|-------|-------|-------|
| 1. a | 2. a | 3. b | 4. a | 5. d |
| 6. d | 7. b | 8. b | 9. b | 10. b |
| 11. a | 12. c | 13. c | 14. b | 15. b |
| 16. True | | | | |
| 17. As discussed during training | | | | |
| 18. As discussed during training | | | | |



3. Optimize Resource Utilization

Unit 3.1 - Resource Optimization

Unit 3.2 - Waste Management



Key Learning Outcomes

At the end of this unit, trainees will be able to:

1. List the ways to optimize usage of resources.
2. Employ ways for efficient utilization of material and water
3. Use energy efficient electrical appliances and devices to ensure energy conservation
4. Discuss various methods of waste management and its disposal
5. List the different categories of waste for the purpose of segregation
6. Differentiate between recyclable and non-recyclable waste
7. State the importance of using appropriate colour dustbins for different types of waste
8. Demonstrate different disposal techniques depending upon different types of waste

Unit 3.1: Resource Optimization

Unit Objectives

At the end of this unit, trainees will be able to:

1. List the ways to optimize usage of resources.
2. Employ ways for efficient utilization of material and water
3. Use energy efficient electrical appliances and devices to ensure energy conservation

Resources to be Use

- Available objects such as white board, marker pens, duster
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- In today's world, every automobile organization is aiming to reduce production costs without any change in quality of the product, customer satisfaction and safety of the passengers in their automobiles.
- Energy efficiency is crucial to reduce the pollutant emissions into the atmosphere and the automakers find it challenging to increase the output of the products by adhering to energy efficiency practices.

Ask

- What is energy conservation?
- What is the need of energy conservation?

Elaborate

- Elaborate and discuss below points with trainees
- Energy conservation
- Ways of conserving energy
 - ✓ Energy management programs and systems followed in industry
 - ✓ Efficient HVAC measures to conserve energy
 - ✓ Need and ways of maintenance check
 - ✓ Environment friendly design and structure of automobile
 - ✓ Ways to leaks in equipment, compressor and pipes
 - ✓ Need of upgrading equipment
 - ✓ Need of installation of energy-efficient lighting
 - ✓ Need of reducing power consumption by the equipment
 - ✓ Improvement in process heating

Say

- Like energy conservation, it is also near necessary to conserve water to avoid water crisis in future.

Elaborate

Elaborate and discuss below points with trainees:

- Water conservation
- Need of water conservation
- Ways of water conservation

Explain

- Explain the need and ways of energy conservation and water conservation to avoid crisis of energy and water in future.

Field Visit

Arrange a visit to any of the automobile industry and show them the ways implemented by them to conserve energy and water. With the help of field visit you could show the benefits and importance of energy and water conservation.

Unit 3.2: Waste Management

Unit Objectives

At the end of this unit, trainees will be able to:

1. Discuss various methods of waste management and its disposal
2. List the different categories of waste for the purpose of segregation
3. Differentiate between recyclable and non-recyclable waste
4. State the importance of using appropriate colour dustbins for different types of waste
5. Demonstrate different disposal techniques depending upon different types of waste

Resources to be Use

- Available objects such as white board, marker pens, duster
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Waste management is the collection, transport, processing, recycling or disposal of waste materials.
- Waste may be classified as garbage, rubbish, industrial wastes, mining wastes etc.
- **Industrial waste can be of following types:** liquid waste, solid waste, organic waste, recyclable rubbish and hazardous waste.

Ask

- What are the elements of waste management strategy?
- What are the different methods of waste management?

Explain

- Explain different types of industrial waste.
- Explain different methods of waste management segregation, composting, landfill and recycling.

Key Learning Outcomes

At the end of this module, trainees will be able to:

1. Define communication Skills
2. State importance of communication skills
3. Elaborate process of communication
4. List components of communication
5. Define verbal communication and its importance
6. List ways to improve verbal communication
7. List components of non-verbal communication
8. State importance of body language
9. Differentiate good and bad voice
10. List requirements for good listening skills
11. Discuss written communication medium
12. Demonstrate ways to communicate with People with Disability (PWD)
13. Demonstrate ways to communicate with different gender people

Unit 4.1: Communication Skills

Unit Objectives

At the end of this unit, trainees will be able to:

1. Define Communication Skills
2. State importance of communication skills
3. Elaborate process of communication
4. List components of communication
5. Define verbal communication and its importance
6. List ways to improve verbal communication
7. List components of non-verbal communication
8. State importance of body language
9. Differentiate good and bad voice
10. List requirements for good listening skills
11. Discuss written communication medium

Resources to be Use

- Available objects such as white board, marker pens, duster.
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- People like hearing their own names, don't assume a person is more or less important, Self-assess and Respect other people's personal space are some ways of communicate with others properly.
- Communication is a tool which connects us with other human beings. An effective communication not only helps in developing a sense of belonging but also facilitates better working, improves relationships, reduces stress.
- Communication is the process of exchange of words, ideas, feelings. It is the meaningful exchange of information between two or more participants.

Ask

- What are the ways of effective communication with colleagues?

Elaborate

Elaborate and discuss below points with trainees

- Communication process

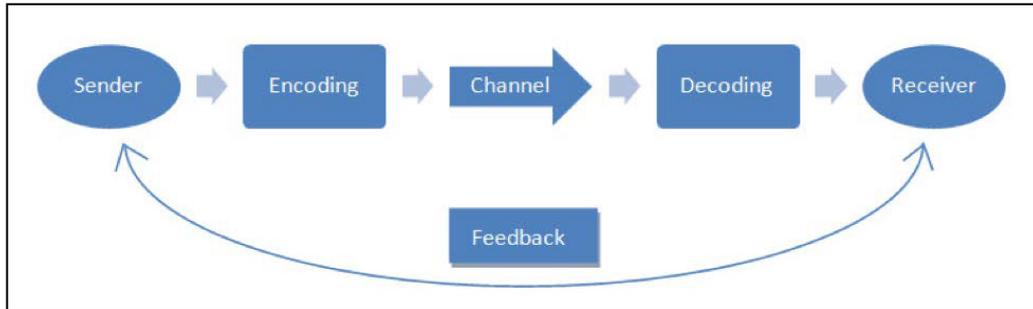


Fig 4.1.1 Communication process

- Components of communication
- Types of communication - Verbal and non-verbal communication
- Components of non-verbal communication

Explain

- Components of effective communication
- Ways of effective communication
- Ways to improve verbal communication
- Importance of non-verbal communication for an effective communication

Do

- Show do's and don'ts during verbal and non-verbal communication
- Show how to observe others body language

Team Activity

- Ask the students to assemble together.
- Tell the trainees to make pairs and plan a communication on any topic.
- Each pair has to communicate together for 5 minutes in front of class.

Skill Practice	Time	Resources
Effective communication between 2 persons	1 hour	Communication tools

Do

- Ask them to get into pairs for practice and do some casual conversation.
- Go around and make sure they are doing it properly.
- Praise them for their efforts.

Say

- Now, we discuss about ways of communication i.e. listening, writing, reading and speaking
- Listening is one of the most significant skills one can have. To become a better listener it is important that you practice active listening at all time of verbal communication.
- Active listening is one of the important skill of our communication process but many time as a communicator we spend our energy on what we wanted to say and not much focusing on what the other party wanted to say.
- Writing forms an important form of communication. A better writing skill allows our messages to be communicated effectively with clarity.

Elaborate

Elaborate and discuss below points with trainees

- Listening and its importance during communication
- Ways to be an effective listener
- Tips for listening
- Writing
- Do's and don'ts of written communication
- Tips for written communication

Do

- Show them how to listen attentively others.
- Show how to write appropriately.

Activity

- Ask the students to assemble together.
- Call 3 students.
- Give a student a written piece. Ask him to read it out loudly to the other 2 students.
- Provide one student with earphones to listen to music while listening to the information.
- Let the other person listen to it without any distraction.
- At the end of the reading, ask both the student to tell what has been read out.
- As a matter of fact we would find out that the person who has put all his attention in listening would yield better results in comparison to the other one.

Explain

Discuss with the students the importance of being an active speaker in a debate where counter questioning is allowed.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Unit 4.2: People with Disability (PwD) and Gender Sensitization

Unit Objectives

At the end of this unit, trainees will be able to:

1. Demonstrate ways to communicate with People with Disability (PwD)
2. Demonstrate ways to communicate with different gender people

Resources to be Use

- Available objects such as white board, marker pens, duster.
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Each colleague plays an important role in the success of the organization.
- We communicate with people many times every day, either face to face, on the phone or in writing. When communicating with someone with disability, it is important to treat them like others but keeping some points in mind, so that they cannot hurt due to their disability.
- Similarly when communicating with different gender person, we need to consider some points at workplace, so that it can shows any discrimination due to different gender.

Ask

- What are the ways of effective communication with PwD and different gender people?

Elaborate

Elaborate and discuss below points with trainees

- Way to communicate with PwD
- Barriers in communication with different gender

- Differences between male and female communication style in workplace
- Ways to communicate with different gender people
- Six principles of gender responsive communication

Explain



- Differences between male and female communication style in workplace
- Six principles of gender responsive communication
- Common mistakes during communication with different gender

Do



- Show them how to communicate properly with PwD
- Show them how to communicate properly with different gender

Team Activity



- Ask the students to assemble together.
- Tell the trainees to make 6 groups and plan a role play on communication on any topic.
- Each group has to present the role in front of class.

Skill Practice	Time	Resources
Effective communication topic with different gender and PwD	3 hours	Communication tools

Do



- Support them in preparing role play.
- Go around and make sure they are doing it properly.
- Praise them for their efforts.

Exercise



Answers of the exercise

1. as discussed 2. as discussed 3. as discussed 4. as discussed
 5. d 6. d 7. b 8. d 9. d 10. d

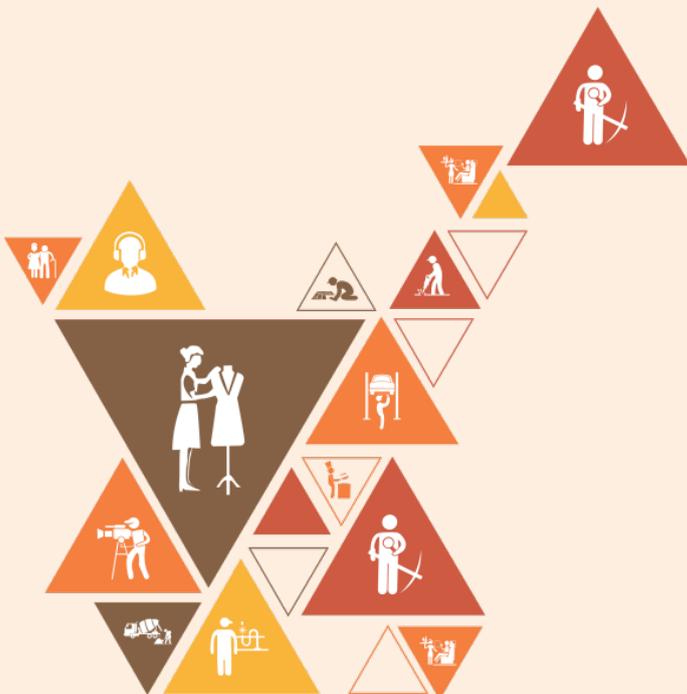


5. Perform Service, Maintenance and Repair

Unit 5.1 – About Two Wheeler Vehicle

Unit 5.2 – Tools and Measuring Instruments Required

Unit 5.3 – Servicing and Repairing of Two Wheeler Vehicle



Key Learning Outcomes

At the end of this module, trainees will be able to:

1. Identify two wheeler aggregates and parts.
2. Describe functioning of two wheeler vehicle, its aggregates and parts.
3. List tools and measuring instruments required for servicing and repairing work;
4. Demonstrate use of tools and measuring instruments required.
5. Identify servicing and repairing requirements in the two wheeler vehicle;
6. Perform servicing and repairing of two wheeler vehicle.
7. Identify maintenance requirements in the two wheeler vehicle;
8. Perform maintenance of two wheeler vehicle.

Unit 5.1: About Two Wheeler Vehicle

Unit Objectives

At the end of this unit, trainees will be able to:

1. List two wheeler aggregates and parts
2. Demonstrate functioning of two wheeler vehicle, its aggregates and parts

Resources to be Use

- Available objects such as white board, marker pens, duster.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Automobiles are made up of several components, assemblies and systems. Indian is now being seen as manufacturing hub by global manufacturers of automobiles. The growing auto industry has given rise to a growing auto component manufacturing industry also.
- The auto components industry is divided into five segments i.e. engine parts, drive transmission & steering parts, suspension & brake parts, electrical parts and body and chassis.
- In this unit, we will learn about various components and systems of a two wheeler.

Ask

Ask these questions to trainees:

- What are the reasons of growth of automobile manufacturing in India?
- List various components of a two wheeler vehicle.

Elaborate

Elaborate and discuss below points with trainees

- **Various components of two wheeler:**
 - ✓ Engine and their types
 - ✓ Clutch assembly
 - ✓ Transmission system / Gear box assembly
 - ✓ Drive shaft
 - ✓ Front and rear axle
 - ✓ Wheel and tyre
 - ✓ Chassis and its components
 - ✓ Suspension system
 - ✓ Seats and accessories
 - ✓ Steering system
 - ✓ Brakes
 - ✓ Electrical system
- Functioning of all components of two wheeler

Do

- Show them all the components of two wheeler in workshop.
- Demonstrate working of all components of two wheeler.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Unit 5.2: Tools and Measuring Instruments Required

Unit Objectives

At the end of this unit, trainees will be able to:

1. List tools and measuring instruments required for servicing and repairing work;
2. Demonstrate use of tools and measuring instruments required.

Resources to be Use

- Available objects such as white board, marker pens, duster.
- Wrenches, screw driver, pliers, socket-set, extension bar-set, torque wrench, vice, hacksaw, chisel, punches, ballpeen hammer, hand sledge rubber mallet and thread-kit, drill, reamer, soldering iron, soldering gun, Impact wrench, gauge, feeler gauge, caliper, divider, vernier caliper, micrometer, dial indicator, pressure/vacuum gauge, voltmeter, multimeter, test light, tachometer, scan tool, oscilloscope, exhaust gas analyser, bearing puller, clutch holder and tappet adjuster.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- During servicing and repairing job various types of tools are also required. In this session we learn about those tools.
- Proper handling and operation of tools is very important, otherwise this can be dangerous for you and others also.

Ask

Ask these questions to trainees:

- List various tools required during servicing and repairing work.

Elaborate

Elaborate and discuss selection criteria, functioning and use of following tools:

- **Manually used tools** - wrenches, screw driver, pliers, socket-set, extension bar-set, torque wrench, vice, hacksaw, chisel, punches, ballpeen hammer, hand sledge rubber mallet and thread-kit
- **Electrically operated tools** – drill, reamer, soldering iron, soldering gun
- **Pneumatically operated tools** – impact wrench
- **Measuring tools** – gauge, feeler gauge, caliper, divider, vernier caliper, micrometer, dial indicator, pressure/vacuum gauge, voltmeter, multimeter
- **Diagnostic tools and equipment** – test light, tachometer, scan tool, oscilloscope, exhaust gas analyser
- **Special service tools** – bearing puller, clutch holder, tappet adjuster

Do

- Show all tools to the trainees.
- Demonstrate the use of tools.
- Explain the functioning and use of tools.

Activity

- Ask the students to assemble together.
- Divide the class into pairs
- Tell them to use and operate the tools discussed.
- By this activity, they learn how to use the tools properly during servicing and repairing of two wheeler.

Skill Practice	Time	Resources
Using tools and measuring instrument	4 hours	All tools and measuring instruments

Do

- Provide tools and equipment required during servicing of two wheeler to trainees.
- Tell them to operate the tools as demonstrated in workshop.
- Guide the groups during the operation of tools.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.
- Wrap the unit after summarizing the main points of session.

Unit 5.3: Servicing and Repairing of Two Wheeler Vehicle

Unit Objectives

At the end of this unit, trainees will be able to:

1. List faults and repairing requirements in the two wheeler vehicle;
2. Perform servicing and repairing of two wheeler vehicle

Resources to be Use

- Available objects such as white board, marker pens, duster.
- Demo two wheeler vehicle and its components
- Wrenches, screw driver, pliers, socket-set, extension bar-set, torque wrench, vice, hacksaw, chisel, punches, ballpeen hammer, hand sledge rubber mallet and thread-kit, drill, reamer, soldering iron, soldering gun, Impact wrench, gauge, feeler gauge, caliper, divider, vernier caliper, micrometer, dial indicator, pressure/vacuum gauge, voltmeter, multimeter, test light, tachometer, scan tool, oscilloscope, exhaust gas analyser, bearing puller, clutch holder and tappet adjuster.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Automobiles are made up of several components, assemblies and systems. The growing auto industry has given rise to a growing auto component manufacturing industry also.
- Standard Operating Procedures for servicing and minor repair of vehicles as prescribed by the OEM/ dealership.
- To start the servicing and repairing process, firststep is to identify faults in vehicle by taking a test drive of vehicle.

Ask

Ask these questions to trainees:

- What is the need of test drive before starting servicing and repairing work?

Elaborate



Elaborate and discuss following points with trainees:

- Identification of faults by test drive
- Job card and how to obtain information regarding repairing and servicing of vehicle from it.
- Vehicle inspection checklist

Do



- Show sample job card and inspection checklist to the trainees.
- Demonstrate how to identify faults in the vehicle through test drive.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

5.3.3: Service and Repairing of Two Wheeler and its Aggregates

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems, repairing tools and material etc.

Say

- Now, we will learn about functions, parts, checking/testing, important settings, maintenance of different systems of two wheelers. First, we started with the engine and its associated systems.
- An engine is a most important mechanical device and called heart of a vehicle. The function of a vehicle is mainly dependent on its engine performance.

Elaborate

Discuss and elaborate following topics

- Function of engine
- Technical terms related to engine such as T.D.C, B.D.C, bore, stroke, clearance volume, piston displacement, engine capacity, H.P., compression ratio, power etc.
- Classification of engine on the basis of fuel used and no. of strokes
- Comparison between two stroke and four stroke engine

Explain

- Explain technical terms related to engine
- Functioning of two stroke and four stroke engine

Say

- Various support systems are also connected with the engine for getting the required performance. Now, we will learn about functioning of various support systems of engine.

Ask

- List various support systems connected with an engine.

Elaborate

Various support systems of an engine

- Engine and Air Induction System
 - ✓ Components of induction system
 - ✓ Function of air induction system
- Fuel system
 - ✓ Function of fuel system
 - ✓ Types of fuel supply system – Gravity system, vacuum system, pump system and fuel injection system
 - ✓ Components of fuel system – carburettor, fuel injection system, fuel filters etc.
 - ✓ Functioning of fuel system components
- Ignition System (Petrol Injection)
 - ✓ Function of ignition system
 - ✓ Components of ignition system
- Exhaust system
 - ✓ Function of exhaust system
 - ✓ Components of exhaust system
- EVAP system
 - ✓ Working of EVAP system
 - ✓ Types of EVAP systems
 - ✓ Components of EVAP system – fuel tank, fuel cap, liquid-vapour separator, EVAP canister, canister purge valve
 - ✓ Functioning of EVAP system components
 - ✓ Emission norms in India
- Positive crankcase ventilation
 - ✓ Function of positive crankcase ventilation
 - ✓ Components of positive crankcase ventilation
- Cooling system
 - ✓ Function of cooling system
 - ✓ Types of cooling system – air cooled, oil cooled and water cooled
 - ✓ Components of cooling system - water pump, thermostat, cooling fan (commonly electrical fan), oil cooler, radiator, radiator pressure cap
 - ✓ Functioning of components of cooling system
- Lubrication system
 - ✓ Purpose of lubrication system
 - ✓ Function of lubrication system

- ✓ Components of lubrication system – oil pump, oil pan, pressure relief valve, oil filter and oil pressure switch
- ✓ Functioning of components of lubrication system

Explain



- Functioning of support systems of an engine

Do



- Show the support systems connected with a two wheeler engine.
- Show the functioning of support systems for getting the required performance of an engine.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask questions related to engine and its sub-systems

5.3.4: Trouble Shooting Chart (Engine)

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems etc., sample troubleshooting chart, inspection and repairing tools

Say

- Regular inspection and repairing of defects is very important for every machine and its components.
- Now, we will discuss about troubleshooting and repairing of a two wheeler engine and its components.

Ask

- What are the common defects occurred in a two wheeler engine?
- What they know about troubleshooting and repairing of various components of a two wheeler engine?

Elaborate

Discuss and elaborate troubleshooting of defects, their causes and remedies for a two wheeler engine components.

Demonstrate

Take the trainees into workshop and demonstrate troubleshooting and repairing procedures of a two wheeler engine and its components as given in trainee handbook to them.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform troubleshooting and repairing of a two wheeler engine and its components.

Skill Practice	Time	Resources
Troubleshooting and repairing of a two wheeler engine and its components	8 hours	Demo two wheeler engine, inspection and repairing tools

Do



- Provide tools and equipment required during troubleshooting and repairing of a two wheeler engine and its components to trainees.
- Tell them to inspect the parts of two wheeler engine, identify the defects and then do the repairing as demonstrated in workshop.
- Guide the groups during the troubleshooting and repairing of a two wheeler engine and its components.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.
- Wrap the session after summarizing the main points.

5.3.5: Testing, Setting, Repairing and Maintenance of Engine

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems etc., inspection and repairing tools

Say

- Service life and operational safety of any machine and its components depend to a large extent on proper maintenance and lubrication. All driving parts should be regularly examined for faultless operation.
- Engine should be inspect for any wear and tear, lubrication, oil level, electrical parts connections etc. during maintenance activities.

Ask

- What they know about the maintenance of a two wheeler engine?

Elaborate

Discuss and elaborate maintenance programme of an engine and its components:

- Maintenance check up of two wheeler engine and its components
- Engine compression pressure checking
- Engine valve timing & valve clearance checking

Demonstrate

Take the trainees into workshop and demonstrate maintenance activities for two wheeler engine and its components as given in trainee handbook.

- Topping of oil level
- Inspection of proper tension of belt
- Checking battery for cleanliness and level of electrolyte
- Inspection of brakes
- Topping of coolant if required in the coolant reservoir
- Checking the serviceability of cooling system Hoses

- Checking of proper tyre inflation pressure
- Servicing of vehicle in workshop
- Engine compression pressure checking – Compression test
- Engine valve timing & valve clearance checking

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform maintenance activities on a two wheeler engine and its components.

Skill Practice	Time	Resources
Maintenance and servicing of a two wheeler engine and its components	8 hours	Demo two wheeler engine or vehicle, inspection and repairing tools

Do

- Provide tools and equipment required during maintenance and servicing of a two wheeler engine and its components to trainees.
- Tell them to perform all maintenance and servicing activities on two wheeler engine as demonstrated in workshop.
- Guide the groups during the maintenance and servicing of a two wheeler engine and its components.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.
- Wrap the session after summarizing the main points.

5.3.6: Air Filter Element Cleaning

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems etc., air filter, cleaning tools and material and consumables.

Say

- Air filter/Air cleaner filters the dust particles from the air before it is supplied to the engine. If it is choked, it will drastically reduce the performance of the engine and create more pollution. If it is damaged (torn/punctured), the dust particles will enter the engine and will create faster wear and tear of Valves, Valve Seats, Piston, Piston Rings, Cylinder bore and in long run it will also effect the life of other engine parts.
- So, it is necessary to clean or replace the air filter at regular intervals.

Ask

- What they know about the service life of a two wheeler air filter?

Demonstrate

Take the trainees into workshop and demonstrate procedure for two wheeler air filter cleaning as given in trainee handbook.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform cleaning a two wheeler air filter.

Skill Practice	Time	Resources
Cleaning a two wheeler air filter	2 hours	Demo two wheeler engine, air filter, cleaning tools and material

Do



- Provide tools and material required during cleaning of a air filter to trainees.
- Tell them to perform cleaning a two wheeler air filter as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.7: Fuel Cock Sediment Bowl Cleaning & Filter Replacement Process

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems etc., repairing tools

Say

- To ensure unrestricted supply of fuel and for long life of fuel handling parts, the fuel cock must be serviced and fuel filter must be cleaned / replaced at regular intervals.

Ask

- What they know about the service interval of a fuel cock sediment bowl and filter?

Demonstrate

Take the trainees into workshop and demonstrate the following procedures as given in trainee handbook:

- Fuel cock sediment bowl cleaning
- Fuel cock-paper filter element replacement

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform fuel cock sediment bowl cleaning and fuel cock-paper filter element replacement process.

Skill Practice	Time	Resources
Fuel cock sediment bowl cleaning & filter replacement	4 hours	Demo two wheeler engine, cleaning and repairing tools and material

Do 

- Provide tools and material required during fuel cock sediment bowl cleaning & filter replacement process to trainees.
- Tell them to perform fuel cock sediment bowl cleaning & filter replacement process as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.8: Carburettor Cleaning Process

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, demo engine and its sub-systems etc., carburettor, cleaning tools and material

Say

- To ensure good service life and performance of an engine, it is necessary to clean and check the carburettor at regular intervals.

Ask

- What they know about the cleaning and servicing of a carburettor?

Demonstrate

Take the trainees into workshop and demonstrate the following procedures as given in trainee handbook:

- Carburettor cleaning
- Carburettor checking for auto choke

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform cleaning and checking of carburettor.

Skill Practice	Time	Resources
Cleaning and checking of carburettor	4 hours	Carburettor, cleaning and inspection tools and material

Do

- Provide tools and material required during cleaning and checking of carburettor to trainees.
- Tell them to perform cleaning and checking of carburettor as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.9: Purge Valve Problems Testing

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, purge valve, testing and repairing tools

Say

- Purge valve problems are very common in vehicles. A stuck-open purge valve is fairly common to cause the “**Check Engine**” warning light.
- The purge valve is inexpensive and its replacement process is also very simple.

Ask

- What are the common problems associated with purge valve?

Demonstrate

Take the trainees into workshop and demonstrate the following procedures as given in trainee handbook:

- Purge valve testing
- Checking leaks in purge valve

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform testing of purge valve and checking of leaks in purge valve.

Skill Practice	Time	Resources
Testing of purge valve	4 hours	Purge valve, inspection and repairing tools

Do 

- Provide tools and material required during testing of purge valve and checking of leaks in purge valve to trainees.
- Tell them to perform testing of purge valve and checking of leaks in purge valve as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.10: Silencer Tail Pipe Cleaning Process

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, silencer tail pipe, cleaning tools and material

Say

- Cleaning of silencer and tail pipe is very important for getting the volumetric efficiency of the engine.
- Burnt gases are not removed from the combustion chamber fully because of the blocked silencer or tail pipe, this will reduce the space available for the fresh air/charge and effects the overall performance of the engine.
- Therefore, it is required to service the silencer/tail pipe at regular intervals

Ask

- What they know about the cleaning and servicing of a silencer and tail pipe?

Demonstrate

Take the trainees into workshop and demonstrate silencer and tail pipe cleaning and servicing procedure as given in trainee handbook.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform cleaning of silencer and tail pipe.

Skill Practice	Time	Resources
Cleaning silencer and tail pipe	4 hours	Silencer and tail pipe, cleaning and inspection tools and material

Do



- Provide tools and material required during cleaning of silencer and tail pipe to trainees.
- Tell them to perform cleaning of silencer and tail pipe as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.11: Oil Pressure

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, engine oil, pressure gauge, engine in running condition.

Say

- For better life of engine oil pressure plays an important role.
- During cold condition of engine, pressure of oil is higher because viscosity is more. If engine speed is increased the relief valve in the oil pump opens to maintain pressure by diverting the excess flow to oil chamber. If the oil pressure is high it reflects either blockage in filter or oil gallery is blocked or incorrect oil.
- During hot idling stage, oil pressure is lowest and at this point oil pressure is based on manufacturer's tolerances. If the pressure of oil is low it reflects bearings or oil pump component are worn out.

Ask

- What is the effect of low or high oil pressure on the performance of engine?

Demonstrate

- Take the trainees into workshop and demonstrate oil pressure test as given in trainee handbook.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform oil pressure test.

Skill Practice	Time	Resources
Oil pressure test	4 hours	Engine oil, pressure gauge

Do

- Provide tools and material required during oil pressure test to trainees.
- Tell them to perform oil pressure test as demonstrated in workshop.
- Wrap the session after summarizing the main points.

5.1.12: Engine Oil Replacement

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, engine oil, container, two wheeler etc.

Say

- It is very important to change the engine oil periodically for getting good engine performance.

Ask

- What they know about the process of changing two wheeler engine oil?

Demonstrate

Take the trainees into workshop and demonstrate engine oil replacement procedure in two wheeler as given in trainee handbook.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to change the engine oil of a two wheeler.

Skill Practice	Time	Resources
Changing engine oil	2 hours	Engine oil, container, two wheeler engine

Do

- Provide tools and material required during engine oil replacement procedure to trainees.
- Tell them to change engine oil as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.13: Transmission System

Resources to be Use



- Available objects like marker, duster, whiteboard, participant manual, demo transmission system of two wheeler and its sub-systems, inspection and repairing tools etc.

Say



- We completed the service and repairing of two wheeler engine and its systems. Now, let's discuss about service and repairing of transmission system of two wheeler.

Ask



- What is the functioning of transmission system in a vehicle?
- List the main components of transmission system of two wheeler.
- What is clutch assembly?

Elaborate



Discuss and elaborate following topics:

- Components of transmission system - clutch assembly, gear box assembly and final drive-chain/belt/propeller shaft/drive shaft
- Function of clutch assembly
- Requirements of a clutch
- Parts of a clutch assembly – divided in to three categories i.e. driving members, driven members, operating members

Explain



- Explain functioning of all components of transmission system.
- Explain requirements of a clutch.

Ask



- What are the common defects occurred in clutch assembly of two wheeler engine

Elaborate

Discuss and elaborate troubleshooting of defects, their causes and remedies in clutch assembly of a two wheeler.

Demonstrate

Take the trainees into workshop and demonstrate troubleshooting and repairing procedures of clutch assembly of a two wheeler as given in trainee handbook to them.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform troubleshooting and repairing of clutch assembly of a two wheeler.

Skill Practice	Time	Resources
Troubleshooting and repairing of clutch assembly of a two wheeler	8 hours	Demo two wheeler transmission system, inspection and repairing tools

Do

- Provide tools and equipment required during troubleshooting and repairing of clutch assembly of a two wheeler to trainees.
- Tell them to inspect the clutch assembly of two wheeler, identify the defects and then do the repairing as demonstrated in workshop.
- Go around and make sure they are doing it properly.

Elaborate

Discuss and elaborate following topics:

- Function of gear box
- Components of gear box
- Classification of gear boxes i.e. Stepped transmission and Step-less transmission
- Gear change mechanism
- Function of final drive
- Parts of drive shaft
- Function of front axle and rear axle

Explain

- Explain functioning of all components of gear assembly and final drive.
- Explain gear ratio.

Ask

- What are the common defects occurred in clutch assembly of two wheeler engine?

Elaborate

Take the trainees into workshop and demonstrate cleaning and servicing procedures of drive chain of a two wheeler as given in trainee handbook to them.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform cleaning and servicing of drive chain of a two wheeler.

Skill Practice	Time	Resources
Cleaning and servicing of drive chain of a two wheeler	8 hours	Demo two wheeler transmission system, inspection and repairing tools, cleaning tools and material

Do

- Provide tools and equipment required during cleaning and servicing of drive chain of a two wheeler to trainees.
- Tell them to clean and service the drive chain of two wheeler as demonstrated in workshop.
- Go around and make sure they are doing it properly.

5.3.14: Wheel and Tyre

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler wheels and tyres, rims, inspection and repairing tools

Say

- We completed the service and repairing of transmission system of two wheeler. Now, let's discuss about service and repairing of two wheeler wheels and tyres.

Ask

- What are the functions of a wheel and tyre in a vehicle?

Elaborate

Discuss and elaborate following topics:

- Functions of wheel
- Different types of wheel – wire spoke and light alloy cast or forged wheel
- Functions of tyre
- Different types of tyre – tube tyre and tubeless tyre
- Types of tyre on the basis of design - cross ply tyre and radial ply tyre

Do

- Show different types of wheels and tyres to trainees.
- Explain difference between different types of wheels and tyres to them.

Demonstrate

Take the trainees into workshop and demonstrate following procedures as given in trainee handbook to them.

- Removal of wheels of two wheeler
- Removal of the wheel baring
- Repairing of punctured tyre (with tube and tubeless both)

Do

- Show the defective tyres to trainees.
- Explain the different types of wear and tear on tyres to them.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform repairing procedure of a punctured two wheeler tyre (with tube and tubeless both).

Skill Practice	Time	Resources
Repairing of a two wheeler punctured tyre	4 hours	Punctured two wheeler tyre (with tube and tubeless both), repairing tools and material

Do

- Provide tools and equipment required during repairing of a two wheeler punctured tyre to trainees.
- Tell them to repair the punctured tyre as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.15: Chassis

Resources to be Use



- Available objects like marker, duster, whiteboard, participant manual, two wheeler or it's chassis, rims, inspection and repairing tools

Say



- We completed the service and repairing of wheels and tyres. Now, let's discuss about two wheeler chassis.

Ask



- What are the functions of chassis in a vehicle?

Elaborate



Discuss and elaborate following topics:

- Functions of chassis
- Frame of a motorcycle

Do



- Show chassis of two wheeler to trainees.
- Explain the function of chassis to them.

5.3.16: Suspension System

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler and suspension system parts, inspection and repairing tools

Say

- Now, let's discuss about two wheeler suspension system.

Ask

- What are the function of a suspension system in a vehicle?

Elaborate

Discuss and elaborate following topics:

- Functions of suspension system
- Components of a suspension system – springs and shock absorbers
- Functions of suspension system components

Do

- Show suspension system and its components to trainees.
- Explain functioning of suspension system and its components to them.

Demonstrate

Take the trainees into workshop and demonstrate procedure of checking shock absorbers for any oil leakage, mechanical damage and deterioration as given in trainee handbook to them.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform checking of shock absorbers for any oil leakage, mechanical damage and deterioration.

Skill Practice	Time	Resources
Checking shock absorbers for any oil leakage, mechanical damage and deterioration	4 hours	Two wheeler suspension system, shock absorbers, repairing tools and material

Do

- Provide tools and equipment required during checking shock absorbers for any oil leakage, mechanical damage and deterioration to trainees.
- Tell them to check the shock absorbers for any oil leakage, mechanical damage and deterioration as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.17: Steering System

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler steering system, inspection and repairing tools

Say

- Now, let's discuss about two wheeler steering system.

Ask

- What are the function of a steering system in a vehicle?

Do

- Show steering system and its components to trainees.
- Explain functioning of steering system and its components to them.

5.3.18: Brake System

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler brake system, inspection and repairing tools

Say

- Now, let's discuss about two wheeler brake system.

Ask

- What are the functions of brake in a vehicle?

Elaborate

Discuss and elaborate following topics:

- Function of brakes
- Types of brakes
- Principle of braking
- Functions of braking system
- Type of wheel brakes – drum brakes, disc brakes, mechanical brakes and hydraulic brakes
- Anti-lock Braking System (ABS)

Do

- Show braking system and its components to trainees.
- Show different types of brakes to trainees.
- Explain functioning of braking system and its components to them.
- Explain functioning of ABS.

Demonstrate

Take the trainees into workshop and demonstrate following maintenance and servicing procedures of brakes as given in trainee handbook to them.

- Repairing of mechanical brake

- Replacing break pads of disc brakes
- Servicing of the disc brakes
- Topping up of brake fluid
- Replacing brake fluid
- Brake bleeding process

Explain



- Explain brake bleeding process.

Activity



- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform maintenance and servicing of brakes.

Skill Practice	Time	Resources
Maintenance and servicing of brakes	8 hours	Two wheeler brakes (mechanical and disc both), brake fluid, repairing tools and material

Do



- Provide tools and equipment required during maintenance and servicing of brakes to trainees.
- Tell them to repair the mechanical brake and disc brake of a two wheeler as demonstrated in workshop.
- Tell them to replace the brake pads of a two wheeler, top-up the brake fluid and replace the brake fluid as demonstrated in workshop.
- Tell them to perform brake bleeding process demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Wrap the session after summarizing the main points.

5.3.19: Vehicle Electrical System

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler electrical system components, inspection and repairing tools

Say

- Now, let's discuss about electrical system of a two wheeler. For this, first we will start with the basics of electricity and then move onto the vehicle electrical system

Ask

- List various electrical components of a vehicle?

Elaborate

Discuss and elaborate following topics:

- Classification of two wheeler electrical system
- Fundamentals of electricity
- Basic terms used in electricity fundamentals i.e. ampere, voltage, power, resistance etc.
- Major components of auto electrical system – starting motor, alternator, voltage and current regulator, ignition system, spark plug, lighting system, horn, fuel gauge, sensors etc.
- Function of all components of auto electrical system

Do

- Show how to calculate current and voltage in a circuit.
- Explain mathematical formula of calculating electrical quantities.
- Show all components of auto electrical system to trainees.
- Explain functioning of all components of auto electrical system to them.
- Wrap the session after summarizing the main points

5.3.20: Battery

Resources to be Use

- Available objects like marker, duster, whiteboard, participant manual, two wheeler battery, multimeter, hydrometer, fuse, speedometer cable, inspection and repairing tools etc.

Say

- Now, let's discuss about servicing and repairing of a two wheeler battery.

Ask

- What is the function of battery in a vehicle?

Elaborate

Discuss and elaborate following topics:

- Function of battery
- Work cycle of batter

Demonstrate

Take the trainees into workshop and demonstrate following servicing procedures of battery as given in trainee handbook to them.

- Inspection of battery for any crack, loose and dirty terminals and connectors, any cleaning requirements etc.
- Checking of battery voltage by multi-meter
- Checking of battery charge level by hydrometer
- Battery charging process
- Checking and replacement of fuse
- Checking and replacement of speedometer cable

Explain

- Explain specific gravity for fully charged battery.

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups.
- Tell them to perform maintenance and servicing of braking.

Skill Practice	Time	Resources
Maintenance and servicing of battery	8 hours	Two wheeler battery, multimeter, hydrometer, battery charger, repairing tools and material

Do

- Provide tools and equipment required during maintenance and servicing of battery to trainees.
- Tell them to inspect the battery of a two wheeler for any servicing and cleaning requirements as demonstrated in workshop.
- Tell them to check the battery voltage by multi-meter and charge level by hydrometer as demonstrated in workshop.
- Tell them to perform charging of battery as demonstrated in workshop.
- Tell them to check and replace fuses and speedometer cables as demonstrated in workshop.
- Go around and make sure they are doing it properly.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Exercise

Answers of the exercise

- | | | | | | |
|-------|-------|-------|-------|-------|-------|
| 1. a | 2. a | 3. b | 4. a | 5. b | 6. a |
| 7. a | 8. b | 9. a | 10. c | 11. a | 12. c |
| 13. c | 14. b | 15. a | 16. a | 17. b | 18. b |
| 19. b | 20. b | 21. a | 22. c | 23. c | 24. c |
| 25. b | | | | | |



6. Employability & Entrepreneurship Skills

Unit 6.1 - Personal strength and value system

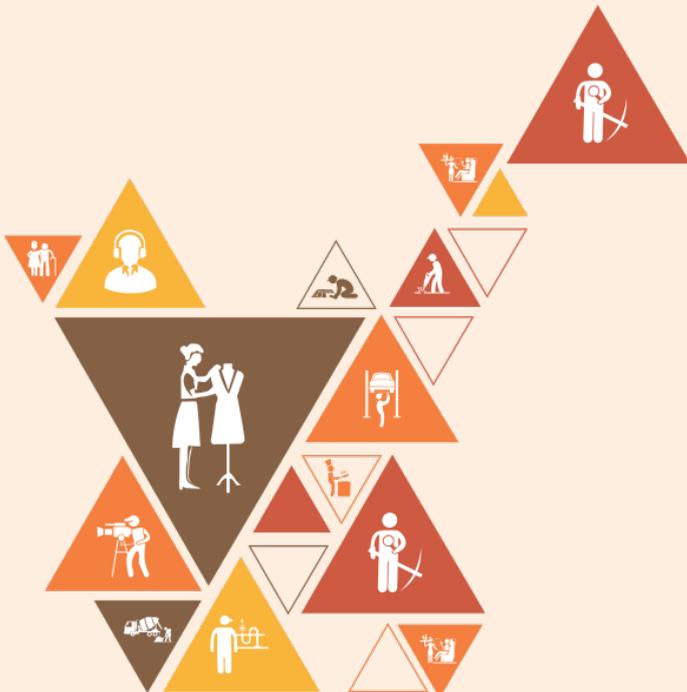
Unit 6.2 - Digital Literacy A Recap

Unit 6.3 - Money Matters

Unit 6.4 - Preparing for Employment & Self Employment

Unit 6.5 - Understanding Entrepreneurship

Unit 6.6 - Preparing to be an Entrepreneur



Key Learning Outcomes

After the completion of this module, the participant will be able to:

1. Explain the meaning of health
2. List common health issues
3. Discuss tips to prevent common health issues
4. Explain the meaning of hygiene
5. Understand the purpose of Swachh Bharat Abhiyan
6. Explain the meaning of habit
7. Discuss ways to set up a safe work environment
8. Discuss critical safety habits to be followed by employees
9. Explain the importance of self-analysis
10. Understand motivation with the help of Maslow's Hierarchy of Needs
11. Discuss the meaning of achievement motivation
12. List the characteristics of entrepreneurs with achievement motivation
13. List the different factors that motivate you
14. Discuss how to maintain a positive attitude
15. Discuss the role of attitude in self-analysis
16. List your strengths and weaknesses
17. Discuss the qualities of honest people
18. Describe the importance of honesty in entrepreneurs
19. Discuss the elements of a strong work ethic
20. Discuss how to foster a good work ethic
21. List the characteristics of highly creative people
22. List the characteristics of highly innovative people
23. Discuss the benefits of time management
24. List the traits of effective time managers
25. Describe effective time management technique
26. Discuss the importance of anger management
27. Describe anger management strategies
28. Discuss tips for anger management
29. Discuss the causes of stress
30. Discuss the symptoms of stress
31. Discuss tips for stress management
32. Identify the basic parts of a computer
33. Identify the basic parts of a keyboard
34. Recall basic computer terminology
35. Recall the functions of basic computer keys
36. Discuss the main applications of MS Office
37. Discuss the benefits of Microsoft Outlook
38. Discuss the different types of e-commerce
39. List the benefits of e-commerce for retailers and customers
40. Discuss how the Digital India campaign will help boost e-commerce in India
41. Explain how you will sell a product or service on an e-commerce platform
42. Discuss the importance of saving money
43. Discuss the benefits of saving money
44. Discuss the main types of bank accounts
45. Describe the process of opening a bank account
46. Differentiate between fixed and variable costs
47. Describe the main types of investment options
48. Describe the different types of insurance products
49. Describe the different types of taxes

50. Discuss the uses of online banking
51. Discuss the main types of electronic funds transfers
52. Discuss the steps to prepare for an interview
53. Discuss the steps to create an effective Resume
54. Discuss the most frequently asked interview questions
55. Discuss how to answer the most frequently asked interview questions
56. Discuss basic workplace terminology
57. Discuss the concept of entrepreneurship
58. Discuss the importance of entrepreneurship
59. Describe the characteristics of an entrepreneur
60. Describe the different types of enterprises
61. List the qualities of an effective leader
62. Discuss the benefits of effective leadership
63. List the traits of an effective team
64. Discuss the importance of listening effectively
65. Discuss how to listen effectively
66. Discuss the importance of speaking effectively
67. Discuss how to speak effectively
68. Discuss how to solve problems
69. List important problem-solving traits
70. Discuss ways to assess problem solving skills
71. Discuss the importance of negotiation
72. Discuss how to negotiate
73. Discuss how to identify new business opportunities
74. Discuss how to identify business opportunities within your business
75. Understand the meaning of entrepreneur
76. Describe the different types of entrepreneurs
77. List the characteristics of entrepreneurs
78. Recall entrepreneur success stories
79. Discuss the entrepreneurial process
80. Describe the entrepreneurship ecosystem
81. Discuss the government's role in the entrepreneurship ecosystem
82. Discuss the current entrepreneurship ecosystem in India
83. Understand the purpose of the Make in India campaign
84. Discuss the relationship between entrepreneurship and risk appetite
85. Discuss the relationship between entrepreneurship and resilience
86. Describe the characteristics of a resilient entrepreneur
87. Discuss how to deal with failure
88. Discuss how market research is carried out
89. Describe the 4 Ps of marketing
90. Discuss the importance of idea generation
91. Recall basic business terminology
92. Discuss the need for CRM
93. Discuss the benefits of CRM
94. Discuss the need for networking
95. Discuss the benefits of networking
96. Understand the importance of setting goals
97. Differentiate between short-term, medium-term and long-term goals
98. Discuss how to write a business plan
99. Explain the financial planning process
100. Discuss ways to manage your risk
101. Describe the procedure and formalities for applying for bank finance
102. Discuss how to manage your own enterprise
103. List important questions that every entrepreneur should ask before starting an enterprise

Unit 6.1: Personal Strength & Value System

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Explain the meaning of health
2. List common health issues
3. Discuss tips to prevent common health issues
4. Explain the meaning of hygiene
5. Discuss the purpose of Swacch Bharat Abhiyan
6. Explain the meaning of habit
7. Discuss ways to set up a safe work environment
8. Discuss critical safety habits to be followed by employees
9. Explain the importance of self-analysis
10. Discuss motivation with the help of Maslow's Hierarchy of Needs
11. Discuss the meaning of achievement motivation
12. List the characteristics of entrepreneurs with achievement motivation
13. List the different factors that motivate you
14. Discuss the role of attitude in self-analysis
15. Discuss how to maintain a positive attitude
16. List your strengths and weaknesses
17. Discuss the qualities of honest people
18. Describe the importance of honesty in entrepreneurs
19. Discuss the elements of a strong work ethic
20. Discuss how to foster a good work ethic
21. List the characteristics of highly creative people
22. List the characteristics of highly innovative people
23. Discuss the benefits of time management
24. List the traits of effective time managers
25. Describe effective time management technique
26. Discuss the importance of anger management
27. Describe anger management strategies
28. Discuss tips for anger management
29. Discuss the causes of stress
30. Discuss the symptoms of stress
31. Discuss tips for stress management

6.1.1: Health, Habits, Hygiene:What is Health?

Resources to be Used

- Participant Handbook

Ask

- What do you understand by the term “Health?”
- According to you, who is a healthy person?

Say

- Discuss the meaning of health and a healthy person as given in the Participant Handbook.

Ask

- When did you visit the doctor last? Was it for you or for a family member?

Say

- Discuss the common health issues like common cold, allergies etc. Refer to the Participant Handbook.
- Let us do a small activity. I will need some volunteers.

Role Play

- Conduct a small skit with volunteers from the class. Consider one of the villagers has been appointed as a health representative of the village, what measures will you as a health representative suggest to the common villagers to prevent common health issues discussed.
- You will need at least 4 volunteers (Narrator, Health Representative, Head of the Village, Doctor).
- Explain the health concerns of the village to the Narrator. The Narrator will brief the class about the skit.
- Give the group of volunteers, 5 minutes to do discuss.
- At the end of 5 minutes, ask the group to present the skit to the class assuming them as the villagers.
- The class can ask questions to the group as a common villager.

Summarize

- Through this activity we got some tips on how can we prevent these common health issues.

Say

- Let us now see how many of these health standards we follow in our daily life.

Activity

- Health Standard Checklist from the Participant Handbook.

Ask 

- How many of you think that you are healthy? How many of you follow healthy habits?

Say 

- Let's do an exercise to find out how healthy you are.
- Open your Participant Handbook section 'Health, Habits, Hygiene: What is Health?', and read through the health standards given.
- Tick the points which you think are true for you.
- Try to be as honest as possible as this test is for your own learning.

Do 

- Ensure that all the participants have opened the right page in the Participant Handbook.
- Read aloud the points for the participants and explain if required.
- Give them 5 minutes to do the exercise.
- At the end of 5 minutes, ask the participants to check how many ticks have they got.

Summarize 

- Tell them that they need to follow all the tips given in this checklist regularly in order to remain healthy and fit.

Ask **Discuss:**

- Is it necessary to practice personal hygiene every day? Why?
- How does a person feel when they do not practice good personal hygiene? Why?
- Can good personal hygiene help a person feel good about his/her self? How?

Say 

- Discuss the meaning of hygiene as given in the Participant Handbook.

Activity 

- Health Standard Checklist: Hygiene

Say 

- Let's do an exercise to find out if we maintain good hygiene habits or not.
- Open the Participant Handbook and read through the Health Standard checklist given.
- Tick the points which you think are true for you.
- Try to be as honest as possible as this test is for your own learning.

Do 

- Ensure that all the participants have opened the right page in the Participant Handbook.
- Read aloud the points for the participants and explain if required.
- Give them 5 minutes to do the exercise. .
- At the end of 5 minutes, ask the participants to check how many ticks have they got.
- Ask them to calculate their score.
- Tell them what each score indicates by reading aloud what has been mentioned in the Participant Handbook.

Ask 

- How many of you have heard about “Swachh Bharat Abhiyan”?
- Can you tell the class what it is about?

Summarize 

- Tell them about Swachh Bharat Abhiyan as given in the Participant Handbook and request them to take a pledge to keep our country clean.

Ask 

- What is a habit?

Say 

- Discuss some good habits which can become a way of life.

Summarize 

- Tell them about good and bad habits and the reasons to make good habits a way of life.

6.1.2: Safety

Resources to be Used

- Participant Handbook
- Safety signs and symbols
- Safety equipments
- Blank papers
- Pens

Say

- There are many common safety hazards present in most workplaces at one time or another. They include unsafe conditions that can cause injury, illness and death.
- Safety Hazards include:
 - ♦ Spills on floors or tripping hazards, such as blocked aisles or cords running across the floor.
 - ♦ Working from heights, including ladders, scaffolds, roofs, or any raised work area.
 - ♦ Unguarded machinery and moving machinery parts; guards removed or moving parts that a worker can accidentally touch.
 - ♦ Electrical hazards like cords, missing ground pins, improper wiring.
 - ♦ Machinery-related hazards (lockout/tag out, boiler safety, forklifts, etc.)

Team Activity

Safety Hazards

- There are two parts to this activity.
- First part will cover the potential safety hazards at work place.
- Second part will cover a few safety signs, symbols and equipments at work place.
- Use this format for the first part of the activity.

PART 1		
Hazard	What could happen?	How could it be corrected?

Table 10.1.2.1 Safety Hazards

Ask

- How could you or your employees get hurt at work?

Say 

- Let's understand it better with the help of an activity. You will be given a handout within your groups. You have to think about the possible hazards of your workplace, what damage these hazards could cause and about the corrective action.

Do 

- Divide the class into five to six groups of four participants each.
- Put the format on the board for the activity.
- Give blank papers and pens to each group.
- The group is expected to think and discuss the potential safety hazards in the workplace.
- Ask the group to discuss and fill the format using the blank sheet.
- Give the groups 5 minutes for the activity.
- For the second part of the activity, show the class some pictures of safety signs, symbols and equipments.
- Now they will put down a few safety symbols, signs or equipment against the safety hazards identified.
- Give them 5 to 10 minutes to discuss and draw/note it.
- At the end of 10 minutes the groups will present their answers to the class.

Say 

- Now, let's discuss the answers with the class.
- All the groups will briefly present their answers.

Do 

- Ask the audience to applaud for the group presentation.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time.
- Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Ask **De-briefing**

- What did you learn from the exercise?
- As an entrepreneur, is it important to ensure the safety of your employees from possible hazards? Why?

Summarize 

- Ask the participants what they have learnt so far.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the tips to design a safe workplace and non-negotiable employee safety habits.

6.1.3: Self Analysis - Attitude, Achievement Motivation: Whats is Self Motivation?

Resources to be Used

- Participant Handbook
- Old newspapers
- Blank papers
- Pencils/ pens

Activity

- This is a paper pencil activity.

What are the three sentences that describe you the best?

What do you need to live happily?

What are your strengths and weaknesses?

Do

- Write the three questions on the board/ flipchart before the session begins.
- Give plain papers and pencils/ pens to each participant.
- Tell participants to write the answer for the three questions on the paper.
- Tell them the purpose of this activity is not to judge anyone but to understand more about self.

Say

- Discuss the concept of Self Analysis and motivation with reference to Maslow's Hierarchy of Needs as discussed in the Participant Handbook.

Team Activity

Tower building

- Each group which will create tower using the old newspapers.

Do

- Divide the class into groups.
- Give them some old newspapers.
- The task is to create a tower out of the newspapers.
- The group which will create the highest tower standing on its own will be considered the winning group.
- Groups can use as many newspapers as they want to and in any way they want.

Ask

- What did the winning group do differently?
- If you were given a chance, how would you have made the tower differently?
- How did you feel while making the tower?
- Did you feel motivated?

Say 

- Discuss the concept of achievement motivation and characteristics of entrepreneurs with achievement motivation as discussed in the Participant Handbook.

Ask 

- Is your attitude positive or negative?

Say 

- Let me tell you a story :

It's Little Things that Make a Big Difference.

There was a man taking a morning walk at the beach. He saw that along with the morning tide came hundreds of starfish and when the tide receded, they were left behind and with the morning sun rays, they would die. The tide was fresh and the starfish were alive. The man took a few steps, picked one and threw it into the water. He did that repeatedly. Right behind him there was another person who couldn't understand what this man was doing. He caught up with him and asked, "What are you doing? There are hundreds of starfish. How many can you help? What difference does it make?" This man did not reply, took two more steps, picked up another one, threw it into the water, and said, "It makes a difference to this one." What difference are we making? Big or small, it does not matter. If everyone made a small difference, we'd end up with a big difference, wouldn't we?

Ask 

- What did you learn from this story?

Activity **What Motivates You?**

- This is an individual activity.
- It is an exercise given in the Participant Handbook.

Do 

- Ask the class to open their Participant Handbook and complete the exercise given in the section What Motivates You?
- Ensure that the participants have opened the correct page for the activity.
- Give the class 5 minutes to complete the activity.

Say 

- Discuss the concept of attitude and how to cultivate a positive attitude as discussed in the Participant Handbook.

Summarize 

- Close the discussion by summarizing how self-analysis, knowledge about what motivates you and your positive attitude can help in your business as well in life.

6.1.4: Honesty & Work Ethics

Resources to be Used

- Participant Handbook

Ask

- What do you understand by honesty?
- Why is it important for entrepreneurs to be honest?
- Do you remember any incident where your honesty helped you in gaining confidence?
- Do you remember any incident where someone lost business due to dishonesty?

Say

- Talk about honesty, qualities of an honest person, and the importance of honesty in entrepreneurs as discussed in the Participant Handbook.
- “Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem.
- Keep your discussion focussed around the following:
 - What went wrong?
 - Who was at fault?
 - Whom did it impact- the customer or the businessman?
 - How would it impact the business immediately? What would be the long term impact?
 - What could be done?
 - What did you learn from the exercise?

Do

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- Put down the de-brief questions on the board and ask the groups to focus their discussion around these questions.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes the team should present their case solution to the class. The presentation can be a narration or a role play.
- Ask the group to select a group leader for their group. The group leader to discuss and assign roles to the group members for the presentation.

Team Activity

Case Study Analysis

Scenario 1

Aakash has a small mobile retail sales and repair shop in Allahabad. He has one of the most popular outlets and has great rapport with his customers.

It's around 11 AM when a customer barges in to the shop and starts shouting at Aakash for giving her a faulty instrument. The screen of her mobile is cracked from one side. Aakash remembered thoroughly checking the handset before handing it over to the customer. The customer threatens to sue him and to go to Consumer Court for cheating her. Now, the problem occurred somewhere outside the shop but as other customers were listening to the conversation, it might impact his business. The situation needs to be managed very sensitively. What would you do if you were in Aakash's place?

Scenario 2

Rajni does beautiful Phulkari embroidery on suits and sarees. She has a small home-based business. She has a huge list of customers on Facebook and WhatsApp who give her orders regularly. Smita is one of her old and regular customers. As her sister-in-law's wedding was around the corner, Smita wanted to buy few handcrafted Phulkari duppatta. She placed an order for three duppattas via WhatsApp and requested Rajni to send them as soon as possible. When the parcel reached Smita through courier she found that out of the three duppattas, only one was hand embroidered and the other two had machine embroidery on them. Even the length and the quality of the material was not as desired. Smita was heartbroken. It was a complete waste of money and moreover she couldn't wear what she had planned to during the wedding functions. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment.

Smita has also sent a feedback and expressed her disappointment on the social media... this will directly affect Rajni's business. What would you do if you were in Rajni's place?

Scenario 3

Shankar is a tattoo artist who has a small tattoo showroom in a big, reputed mall in New Delhi. Mr Saksham had an appointment for today, at 11:00 am but he reached at 11:50 am. Meanwhile, Shankar had to reschedule his next appointment. After availing Shankar's services, Mr Saksham started yelling in an abusive language, refusing to pay the requisite amount, and finding faults in the services provided by him. Who was at fault in this case? What should Shankar do? Should he confront Saksham or give in to the demands of the client?

Scenario 4

Shailender is an online cloth reseller who does business through social networking sites such as Facebook and WhatsApp. Priyanka made online payment for a dress to Shailender. But she did not receive the dress for a month. When she asked for a cancellation, Shailender started misleading her. For almost 45 days, he kept promising her that he will pay the amount today, tomorrow, day after etc. Even after repeated calls and messages when she did not receive the payment or the dress, she decided to write a post against him on a popular social media platform. As a result, Shailender lost lots of customers and his flourishing business faced a major crisis. How could this situation have been managed?

Say

- Now, let's discuss the problem and solution with the larger group.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Once the presentation is over, the class can ask their questions.

Do

- Congratulate each group for the group presentation.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time. Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Summarize

- Ask the participants what they have learnt from the exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of honesty and work ethics for entrepreneurs.

6.1.5: Creative and Innovation

Resources to be Used

- Participant Handbook
- Chart papers
- Marker pens

Ask

- You must be aware of the term 'Rags to riches' and heard stories related to the term.
- What do these stories tell us?
- What was so special about these people?

Say

- Let's have a look at these stories.
- There are some inspiring stories about people which I would like to share with you.
- Narrate these stories to the class.

A.P.J. Abdul Kalam

Who has not heard of A.P.J. Abdul Kalam: Avul Pakir Jainulabdeen Abdul Kalam hailed from a very humble background. His father was a boat owner. To help his family, Kalam would work as a newspaper vendor. With limited resources, he graduated in Physics and studied aerospace engineering. He was instrumental in India's step towards nuclear energy. In 2002, he became the 11th President of India.

Water filter/purifier at source

Two young boys studying in classes 4 and 5, from Lingzya Junior High School, Sikkim designed a simple innovative low cost water purifier.

Inspiration behind the idea: Most people today prefer to use a water filter/purifier at their home.

Both the children have given idea to have filter/purifier at the source of water so that everyone has access to clean water without having to make an investment in purchasing a filter/purifier.

Spring's idea is to have a centralised purification system at the point of distribution like water tank while Subash's idea is to have such purifiers attached to public taps.

Source: <http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm>

Solar seeder

This is a story of a innovative solar seeder and developed by Subash Chandra Bose, a class 8, student from St Sebasthiyar Matriculation School, Pudukkottai, Tamil Nadu. Subash has developed a solar powered seed drill, which can undertake plantation for different size of seeds at variable depth and space between two seeds.

Source: <http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm>

Looms for physically challenged

Now this is really inspiring of two sisters, Elakkiya a Class 6 student and Pavithra a Class 9 student of SRC Memorial Matriculation, Erode, Tamil Nadu.

The two sisters have come up with loom for lower limbed physically challenged. In their loom they have replaced the pedal operated system with a motor and a gearbox attached to a pulley mechanism.

Source: <http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm>

Ask 

- If they can, why can't you?
- Discuss concepts related to 'Creativity and Innovation' with the participants as given in the Participant Handbook.

Say 

- Recall the stories on motivation.
- What is the inner drive that motivates people to succeed?
- Let's learn more about such creative and innovative entrepreneurs with the help of an activity.

Team Activity 

- This is a group activity.

- Think of any one famous entrepreneur and write a few lines about him or her.

Activity De-brief

- Why did you choose this particular entrepreneur?
- What is his/her brand name?
- What creativity does he/she possess?
- What was innovative about their ideas?

Do 

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6 depending on the batch size.
- Give each group a chart paper.
- Tell the participants they have to write a few lines about any one famous entrepreneur.
- Give the participants 10 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.
- Ask each group to read out what they have written.
- Ask the de-brief questions.

Summarize

- Summarize the unit by asking participants if they know of some people who are highly creative and innovative in their approach.
- Ask them to share some experiences about these people with the class.

Notes for Facilitation

- Source for stories on innovations:

<http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm>

6.1.6: Time Management

Resources to be Used

- Participant Handbook

Ask

Does this sound like you?

- I can never get enough time to finish what I am doing in a day.
- I have so many things to do that I get confused.
- I want to go for a walk and exercise, but I just do not have the time.
- I had so much to do, so I could not deliver that order on time.
- I would love to start my dream business; but, I just do not have the time.

Example

- Let's look at these two examples:

Example 1:

Ankita works from home as a freelance writer. She says she can easily put in 8 hours of dedicated work in a day. Because she works from home, she saves money on travel and has a comfortable work routine. But there is a challenge and it is distraction. As she works from home, she can easily just get up and sit down on the sofa to watch TV, wasting valuable time. She may have chores to do, errands to run and bills to pay. She ends up working only two to three hours a day and the result is, her work gets piled up. She is unable to take on more work due to this. Even though her quality of work is appreciated her clients are not very happy about the delay in submission.

Example 2:

Javed has started a successful online selling company from home and makes a good living from his sales. He has set up a small office space in his living room. As both his parents are working full-time, he also has the role of taking care of his two younger siblings. He almost spends half of his day with the younger kids. He does not mind it but it means taking time away from the work. He is still able to manage his online business with these commitments. He wants to spend some more dedicated hours so as to increase his profits. He also wants to look into new business avenues. What should he be doing.

Ask

- Does this happen with you too?
- Do you find it difficult to prioritize your work?
- Are you able to manage your time effectively?

Activity

- Conduct a group discussion based on the above examples.
- Direct the discussion on how to prioritize work and manage time effectively.

Say 

- Time management is not only about how hard you work but also about how smart you work.
- Discuss “What is Time Management” with the participants as given in the Participant Handbook.

Ask 

- Why is it important to manage time? How does it help?
- What happens when you don't manage your time effectively?
- Do you find it difficult to prioritize your work?

Say 

- Discuss the benefits of time management given in the Participant Handbook.
- Let's learn effective time management with the help of an activity.

Activity **Effective Time Management**

- This activity has two parts:

PART 1
TO-DO LIST

- You have to make a to-do list.
- List all of the activities/ tasks that you have to do.
- Try to include everything that takes up your time, however unimportant it may be.
- If they are large tasks, break them into action steps, and write this down with the larger task.
- You can make one list for all your tasks or have separate to-do lists for personal and professional tasks.

PART 2
URGENT-IMPORTANT GRID

- You have to make a grid as shown on the board here. .
- This grid has four boxes. As you can see, each box has a different heading.
- At the heart of the urgent-important grid, are these two questions:
 - ♦ Is this task important?
 - ♦ Is this task urgent?
- Now, you have to think about each activity that you have written in your to-do list and put it into one of the four categories.
- **What do these categories depict?**
- **Category 1: Urgent/Important**
 - ♦ This category is for the highest priority tasks. They need to get done now.

• Category 2: Not Urgent/Important

- This is where you want to spend most of your time.
- This category allows you to work on something important and have the time to do it properly.
- This will help you produce high quality work in an efficient manner.
- The tasks in this category are probably the most neglected ones, but also the most crucial ones for success.
- The tasks in this category can include strategic thinking, deciding on goals or general direction and planning – all vital parts of running a successful business.

• Category 3: Urgent/Not Important

- This is where you are busy but not productive. These tasks are often mistaken to be important, when they're most often busywork.
- Urgent but not important tasks are things that prevent you from achieving your goals.
- However, some may be activities that other people want you to do.

• Category 4: Not Important and Not Urgent

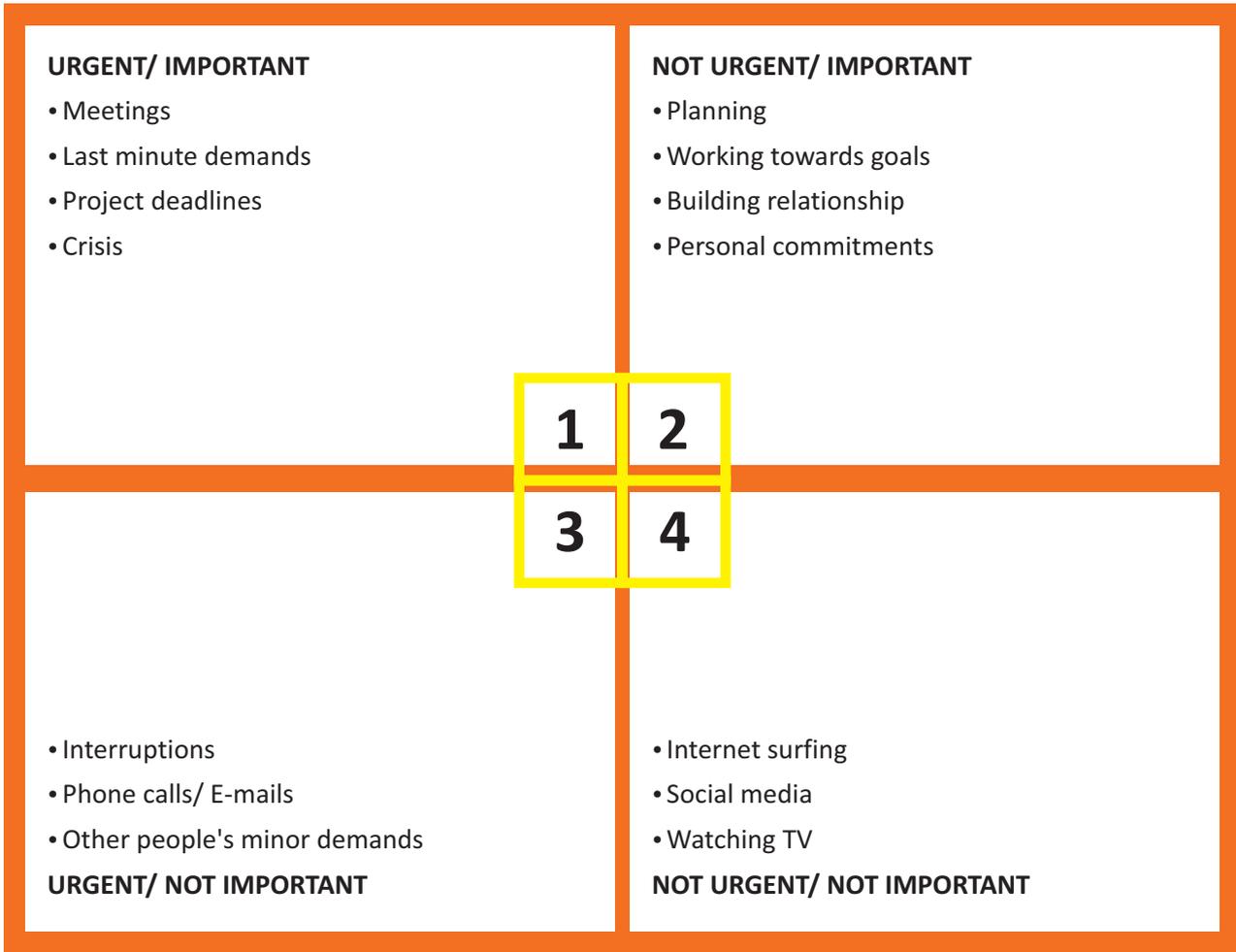
- This category doesn't really include tasks, but rather habits that provide comfort, and a refuge from being disciplined and rigorous with your time management.
- Some may be activities that other people want you to do.
- These might include unplanned leisure activities as well.

TO- DO list format

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	

Table 10.1.6.1 TO- DO list format

URGENT-IMPORTANT GRID



URGENT/ IMPORTANT GRID format

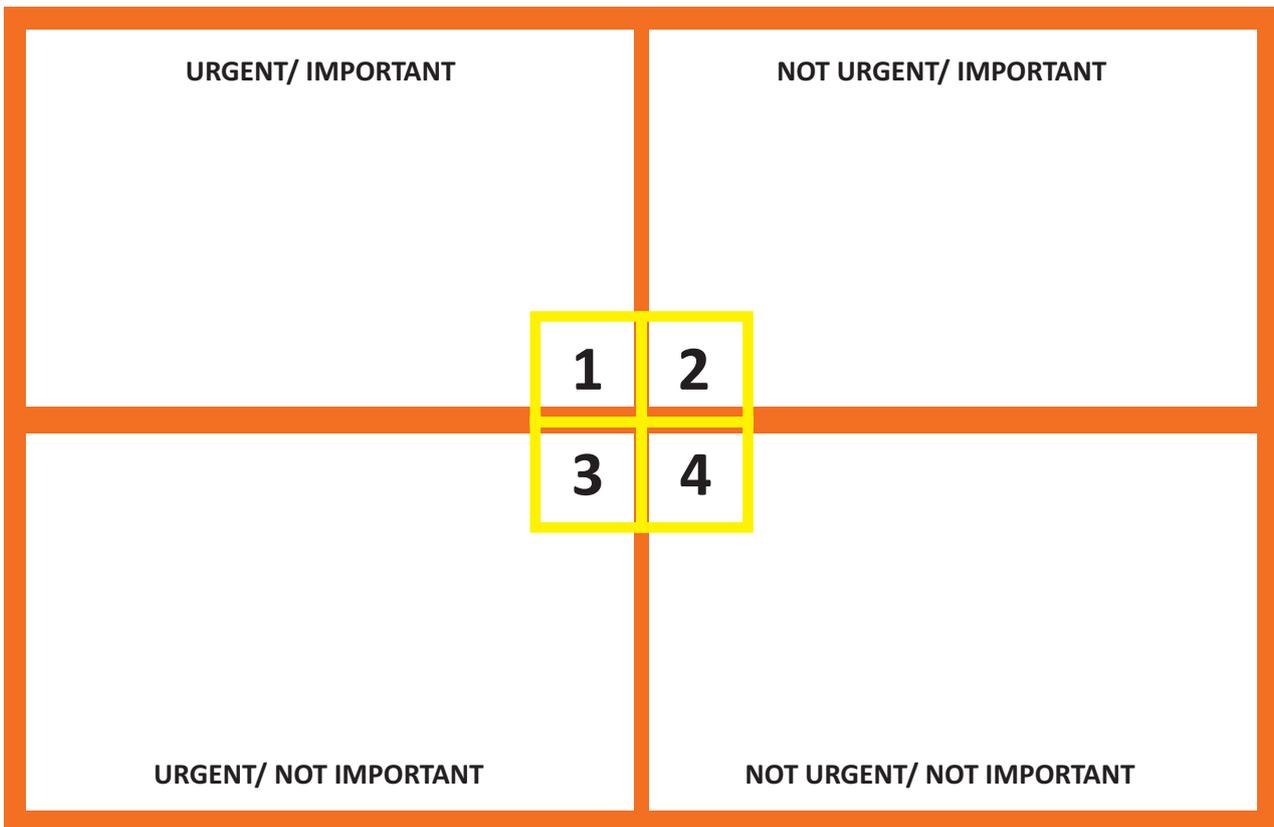


Fig 10.1.6.1. Time Management

Do

- Put down the formats for the to-do list and the urgent/ important grid on the board.
- Instruct the participants to prepare their to-do list first.
- Give the participants 10 minutes to prepare the list.
- Once done, instruct them to divide the tasks in to-do list into the four categories.
- Explain the four categories to the participants giving examples specific to their context.
- As you explain the categories fill the grid with the type of tasks.
- Give the participants 40 minutes to fill the grid.
- Then explain how to balance the tasks between the four categories.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say

Activity De-brief:

How can we balance tasks between the four categories?

How to manage time through this grid?

• Category 1: Urgent/Important

- ♦ Try to keep as few tasks as possible here, with the aim to eliminate.
- ♦ If you spend too much of your time in this category, you are working solely as a trouble shooter, and never finding time to work on longer-term plans.

• Category 2: Not Urgent/Important

- ♦ Plan these tasks carefully and efficiently as they are most crucial ones for success.
- ♦ If necessary, also plan where you will do these tasks, so that you're free from interruptions.
- ♦ Include strategic thinking, deciding on goals or general direction and planning in your planning process.

• Category 3: Urgent/Not Important

- ♦ Ask yourself whether you can reschedule or delegate them.
- ♦ A common source of such activities is other people. Sometimes it's appropriate to say "no" to people politely, or to encourage them to solve the problem themselves.

• Category 4: Not Important and Not Urgent

- ♦ You also want to minimize the tasks that you have in this category.
- ♦ These activities are just a distraction – avoid them if possible.
- ♦ You can simply ignore or cancel many of them.
- ♦ Politely say "no" to work assigned by others, if you can, and explain why you cannot do it.
- ♦ Schedule your leisure activities carefully so that they don't have an impact on other important tasks.

- Discuss the traits of effective time managers and effective time management techniques as given in the Participant Handbook.

Summarize

- Discuss the traits of effective time managers and effective time management techniques as given in the Participant Handbook.

Notes for Facilitation

- Here is a short story. You can conclude the session narrating the story. To make it more interesting you can perform the demonstration described and discuss the short story.
 - ♦ One day an expert in time management was speaking to a group of students. As he stood in front of the group, he pulled out a large wide-mouthed glass jar and set it on the table in front of him. Then he took out a bag of about a dozen rocks and placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, "Is this jar full?" Everyone in the class said, "Yes." Then he said, "Really?"
 - ♦ He reached under the table and pulled out a bucket of gravel (small stones). He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the space between the rocks. Then he asked the group once more, "Is the jar full?" By this time, the class began to understand. "Probably not," one of them answered. "Good!" he replied.
 - ♦ He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel. Once more he asked the question, "Is this jar full?" "No!" the class shouted. Once again he said, "Good." Then he grabbed a jug of water and began to pour it in until the jar was filled to the brim. Then he looked at the class and asked, "What is the point of this illustration?" "One student raised his hand and said, "No matter how full your schedule is, if you try really hard you can always fit some more things in it!" "No," the speaker replied, "that's not the point. The truth this illustration teaches us is: If you don't put the big rocks in first, you'll never get them in at all." What are the 'big rocks' in your life? Your children; your loved ones; your education; your dreams; a worthy cause; teaching or mentoring others; doing things that you love; time for yourself; your health; your mate (or significant other). Remember to put these BIG ROCKS in first or you'll never get them in at all. If you sweat about the little stuff (the gravel, sand, and water) then you'll fill your life with little things you worry about that don't really matter, and you'll never have the time you need to spend on the big, important stuff (the big rocks).
- End the story with these lines...

So, tonight, or in the morning tomorrow, when you are reflecting on this short story, ask yourself this question: What are the 'big rocks' in my life? Then, put those in your jar first

6.1.7: Anger Management

Resources to be Used

- Participant Handbook

Ask

- What is anger? Is anger good or bad?
- Is anger normal or an abnormal behaviour? How can anger harm you?
- Why is it important for entrepreneurs to manage their anger?

Say

- Talk about anger and the importance of anger management in entrepreneurs as discussed in the Participant Handbook.
- Let us do a small activity. This is an individual activity.
- Think of the incidents and situations that angered you and hurt you.

Do

- Instruct them to note down these situations under different categories (as given in the Activity).
- Give the class 3-5 minutes to think and note down their answers.
- At the end of 5 minutes, ask some participants to volunteer and present their answers.
- They can also share these situations with their fellow participants if they do not wish to share it with the entire class.

Activity

- Do you remember any incident which has hurt
 - ♦ you physically
 - ♦ you mentally
 - ♦ your career
 - ♦ your relationships.

Ask

- Do you ever get angry?
- What are the things that make you angry?
- Do you remember any incident where your anger management helped you in maintaining healthy relationship?
- Do you remember any incident where someone lost business/ friend/ relationship due to temper (anger)?

Say

- There are a few strategies which can help in controlling your anger. Let's do an activity to understand the anger management process better.
- This is an individual activity.
- Think of the incidents/ situations which trigger your anger (the cause).
- Then think what happened as a result of your anger (the effect).
- You need to come up with some techniques to manage your anger.

Do

- Give the class the anger triggers (the cause) as listed in the activity.
- Put down the activity format (Anger Triggers, Result of your Anger, Anger Management Techniques) on the board and instruct the class to write the answers under different categories.
- Give the class 3-5 minutes to think and note down their answers.
- At the end of 5 minutes, ask the participants who wish to volunteer and present their answers.

Activity

Trigger points and Anger Management Techniques Activity

Anger Triggers

List of triggers that make you angry:
Someone says you did something wrong.
You want something you can't have now.
You get caught doing something you shouldn't have been doing.
You are accused of doing something you didn't do.
You are told that you can't do something.
Someone doesn't agree with you.
Someone doesn't do what you tell him to do.
Someone unexpected happens that messes up your schedule.
Result of your anger:
Write the techniques that you use to manage your anger:
Anger Management Techniques

Say

- Now, let's discuss the problems and solution with all.
- The individual will first briefly describe trigger points to the class.
- Then discuss the result of the anger. Other participants are requested to remain quiet while one is making the presentation.
- Post presentation, other participants may ask questions.

Do

- Congratulate each individual for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions after the presentation to the class.
- Keep a check on the time. Ask the participants to wind up the activity quickly if they go beyond the given time limit.

Ask

De-brief questions:

- In the situation described by the presenter, who was at fault?
- How could you have handled this situation alternatively?

Summarize

- Close the discussion by summarizing the strategies and tips of anger management for entrepreneurs.
- Ask the participants what have they learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Encourage the participants to share information about them while presenting the situations to the class.
- Keep the format of the Activity prepared in a chart paper so that it can be displayed during the session.

6.1.8: Stress Management: What is stress?

Resources to be Used

- Participant Handbook

Ask

- You are waiting in the reception for an interview or a very important meeting, suddenly your legs are shaky, your hands are cold, you are feeling nervous. Have you ever been in this kind of situation?
- Have you had days when you had trouble sleeping?
- Have you ever been so worried about something that you ended up with a terrible headache?

Say

- You've probably heard people say, "I'm really stressed out" or "This is making me totally stressed."

Ask

- What do you understand by stress?
- What gives you stress?
- How do you feel when you are stressed or what are the symptoms of stress?
- How can stress harm you?
- Why is it important for entrepreneurs to manage stress?

Say

- When we feel overloaded or unsure of our ability to deal with certain challenges, we feel stressed.
- Discuss about stress, causes of stress, and symptoms of stress as discussed in the Participant Handbook.
- Let's understand the causes of stress and how to deal with them with the help of some case scenarios.
- You will be given some cases.
- You have to analyse the case scenario and then find an appropriate solution to the problem.
- This will be a group activity.

Do

- Divide the class into four groups of 5- 6 participants (depending on the batch size).
- Assign one case scenario to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Explain their discussion should result in getting answers for the following questions:

- What was/were the cause(s) of stress?
 - ♦ Was the stress avoidable or manageable under the given circumstances?
 - ♦ If yes, how do you think that the stress could be avoided (managed)?
 - ♦ If no, then why not?
- Give the class 10-12 minutes to discuss the case and note down their solutions.
- At the end of 12 minutes, the team should present their case solution to the larger group.
- Ask the group to select a group leader for their group.
- The group leader to discuss and assign roles to the group members for the presentation.

Team Activity

Case Study Analysis

Scenario 1

Akash's alarm doesn't go off and he gets late getting out of the house. He hits traffic and ends up 15 minutes late to work, which his boss notices. He gets to his desk and finds he has to complete 2 reports in next one hour. Just when he is about to begin work, a message pops up "Telecon with the client begins in 10 minutes. Please be in the conference room in 5 minutes."

His is not prepared for the call. He is stressed. He does not want to speak to his boss about this. He is stressed, feeling uncomfortable and sick. Not in a position to attend the call or finish the reports on time.

Scenario 2

While paying his overdue bills, Rahul realised that it's the middle of the month and he has only Rs 500 left in his account. He has already asked all of his friends, and family for loans, which he hasn't paid back yet. He is still contemplating over the issue when his phone rings. His sister's birthday is due next week and she has seen a beautiful dress which she wants to buy but cannot tell the parents as it is a bit expensive. She wishes if Rahul could buy the dress for her. Rahul has promised to buy her the dress for her birthday.

Rahul is stressed, does not understand what to do. He is unable to concentrate on his work and unable to complete the tasks assigned. His team leader has already warned him of the delay.

Scenario 3

Sheela calls the cable company as she has unknown charges on her bill. She has to go through the automated voice mail menu three times and still can't get through to a customer care executive. After 15 minutes of repeated efforts, her call is answered. She explains the entire issue to the customer care executive but before the person could suggest a way out, the call drops.

Now Sheela has to call back and repeat the whole process all over again with a new customer care executive. She is very angry and calls again but cannot connect this time.

She has to leave to office so she decides to call from office and check. When she connects this time she is angry and argues with the executive on the call. All her co-workers around are looking at her as her volume has suddenly increased. She bangs the phone and ends the call.

Her co-worker Neelam enquires what has happened to her. She ignores her and just walks off. She has become irritable and her behaviour and tone with other co-workers is not acceptable.

Scenario 4

Arpit is a young entrepreneur who started doing business through Facebook few weeks back. He had always been into a job. Although Arpit has very few financial liabilities, it wasn't an easy decision to leave a comfortable job at once and look for newer pastures. Arpit's boss warned him of the consequences and the challenges of starting a business when nobody ever in his family had been in business.

He has not been able to get a good deal till now. This is an important life shift for him which comes with unknown variables. Arpit is nervous and is wondering if he has what it takes to fulfill the requirement of his new role, or the new experiences he's likely to face.

Ask**De-brief questions:**

- What was/ were the cause(s) of stress?
- Was the stress avoidable or manageable under the given circumstances?
- If yes, how do you think that the stress could be avoided (managed)?
- If no, then why not?

Say

- Now, let's discuss the problem and solution with the larger group.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Post presentation, the other groups may ask questions to the group that has presented.

Do

- Congratulate each group for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time. Tell participants to wind up the discussion quickly if they go beyond the given time limit.

Say

- While it is common and normal to feel some tension. This feeling nervous and tensed can interfere with your thinking process and can have a negative impact on your performance.
- Stress can deplete the most vibrant of souls. It can have a negative effect on every aspect of a person's life including their health, emotional well-being, relationships, and career. However, one needs to understand the causes and types of stress before looking for ways to manage it.

De-brief:**Scenario 1**

The cause of stress was lack of time management and the habit of procrastinating. If Akash would have managed his time well, planned alternate ways to get up on time, finished prior tasks on time and planned for client meetings in advance then he wouldn't have faced stress.

Scenario 2

The cause of stress was lack of financial planning. Rahul should have planned his financial resources well in advance and saved some money for the rainy day. Also, differentiating between needs and wants and keeping a check on non-essential expenditure would have saved Rahul from this situation.

Scenario 3

Sometimes, stress is caused due to external factors instead of internal ones. In this case, the stress was unavoidable because we have no control over this customer care system. Every time, you will get in touch with a new executive and will have to explain all over again. This might cause stress but despite being frustrated and angry there is little that we can do about it. All Sheela could do was to find ways to calm herself down through some breathing exercises and meditation, reading some good book or listening to music and then start afresh.

Scenario 4

A positive, major life change can be a source of good stress. Regardless of how good the change is, it can be stressful. Stress caused by a positive and major life change can be beneficial because it causes a person to step out of their comfort zone and learn new skills. Here, Arpit may become a successful entrepreneur or learn new ways to do things differently.

Now let us see this scenario, can I have a volunteer to read out this case to the class.

Do 

- Ask one of the participant who can volunteer and read out this scenario to the class.

Scenario 5

Rakesh lives in Kathmandu with his wife and two beautiful daughters Sarah and Sanya. Nepal was hit by a massive earthquake and Rakesh's building collapsed during the earthquake. During evacuation, Rakesh realised that though his wife and Sarah were fine and suffered only minor bruises, Sanya was nowhere in the scene. Panic stricken, he started calling her name and searching her frantically. A little later, he heard a meek voice from beneath the debris. He quickly removed the rubble to find a huge bed. Rakesh was pretty sure that Sanya was trapped underneath. Though he was badly bruised, he gathered all his courage and with all his might, he lifted the several-ton bed to save Sanya's life. Everyone was relieved to see Sanya alive and also extremely surprised to see this father's ability to access superhuman strength.

- Ask the audience to applaud for the participant after the scenario is read completely.
- Discuss the scenario, ask de-brief questions:
 - ♦ What kind of stress was Rakesh undergoing in this case?
 - ♦ Was the stress avoidable or manageable under the given circumstances?
 - ♦ What was the result of the stress?

Say **De-brief:**

- Not all stress is harmful; good stress is actually energizing. This was a case of lifesaving stress, or hero stress, which is an important example of good stress. You may have heard stories in which a person performs an impossible feat of physical strength in order to save their life or the life of someone they love. This type of stress causing a surge of adrenaline is good for us.

Summarize

- Close the discussion by summarizing the tips to manage stress as given in the Participant Handbook.
- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Keep printed copies of the activities/ scenarios ready for the session.
- Put down the de-brief questions on a flip chart so that it can be displayed in the class during the activity.
- Encourage participation and make the discussions interactive.

Unit 6.2: Digital Literacy: A Recap

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Identify the basic parts of a computer
2. Identify the basic parts of a keyboard
3. Recall basic computer terminology
4. Recall the functions of basic computer keys
5. Discuss the main applications of MS Office
6. Discuss the benefits of Microsoft Outlook
7. Identify different types of e-commerce
8. List the benefits of e-commerce for retailers and customers
9. Discuss Digital India campaign will help boost e-commerce in India
10. Describe how you will sell a product or service on an e-commerce platform

6.2.1: Computer and Internet Basic: Basic Parts of a Computer

Resources to be Used

- Participant Handbook
- Computer Systems with the required applications

Say

- Let's take a quick recap of the basic computer parts.
- Discuss 'Basic Parts of Computer' and 'Basic Parts of a Keyboard' with the class as given in the Participant Handbook.

Explain

- Explain all the parts of the computer and the keyboard by demonstrating on the real system.

Ask

- Do you know about internet?
- Have you ever used internet?
- Why do you think internet is useful?
- What was the last task you performed on internet?

Say

- Let's look at some basic internet terms.
- Discuss 'Basic Internet Terms' with the participants as given in the Participant Handbook.

Summarize

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of computer and internet for entrepreneurs.

Practical

- Conduct a practical session.
- Ask the participants to assemble in the computer lab.
- Give some hands on practice exercises.

Do

- Group the participants for the activity depending on the batch size and the number of computer systems available in the lab.
- Explain the purpose and duration of the activity.
- Ensure the participants complete the practical exercises assigned.

10.2.2: MS Office and Email: About MS Office

Resources to be Used

- Participant Handbook
- Computer Systems with MS Office

Ask

- What is the most frequent activity that you do on the computer?
- Do you know how to make presentations on the computer?

Say

- Give a brief introduction of MS Office as given in the Participant Handbook.
- Discuss the most popular office products. Explain in brief their application, benefits and working.
- **Microsoft Word** is a word processing program that allows for the creation of documents. The program is equipped with templates for quick formatting. There are also features that allow you to add graphics, tables, etc.
- **Microsoft Excel** is a tool for accounting and managing large sets of data. It can also simplify analysing data. It is also used to create charts based from data, and perform complex calculations. A Cell is an individual data box which will have a corresponding Column and Row heading. This gives the cell a name, referred to as the Cell Reference. There can be multiple pages in each workbook. Each page, or sheet, is called a Worksheet. When you open a new Excel file, it automatically starts you with three worksheets, but you can add more.

Explain

- Explain the working and frequently used features of Office on a real system.

Ask

- What do you know about e-mails?
- Do you have an email id?
- How often do you check your e-mails?

Say

- Communication is vital for every business. The fastest and the safest way to communicate these days are through emails. MS Outlook helps to manage your emails in a better way and also offers a host of other benefits.
- Discuss “Why Choose Microsoft Outlook?” with the participants as given in the Participant Handbook.

Do

- Ask the participants to assemble in the computer lab.
- Explain the working of Outlook on a real system..

Demonstrate

- Demonstrate how to create email id.
- Demonstrate how to write new mails, send mails.
- Demonstrate how to use MS Office application to create a letter and send it as attachment in an email.
- Demonstrate how to use other MS Office applications.

Practical

- Give some hands on practice exercises
- Group the participants for the activity depending on the batch size and the number of computer systems available in the lab.
- Explain the purpose and duration of the activity.

Summarize

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

6.2.3: E-Commerce

Resources to be Used

- Computer System with internet connection
- Participant Handbook

Ask

- How many of you have done shopping online?
- Can you name at least five shopping websites?
- What is the product that you most frequently buy online?
- Why do you do shopping online instead of going to the market?

Say

- Give a brief introduction of “What is E-commerce”. Refer to the Participant Handbook.
- E-commerce emerged in the early 1990s, and its use has increased at a rapid rate. Today, many companies sell their products online. Everything from food, clothes, entertainment, furniture and many other items can be purchased online.

Ask

- What other types of transactions have you performed on the internet other than buying products?

Say

- Give examples of e-commerce activities from Participant Handbook.

Team Activity

E-commerce examples

- Instruct the participants to list some of the payment gateways that they have used for e-commerce activities.
- Give them 5 minutes to make this list.
- Discuss payment gateways and transaction through payment gateways.
- Conclude the discussion by mentioning how important e-commerce has become in our day to day transactions.

Say

- E-commerce activities can be classified based on the types of participants in the transaction.
- Discuss “Types of E-commerce” from the Participant Handbook.

Do

- Discuss all types of E-commerce by giving examples and names of some popular websites which use them.
- Make the discussion interactive by asking the class to share some popular e-commerce sites of each type.

Say

- E-commerce activities bring a host of benefits for both, retailers and customers.
- Discuss benefits of E-commerce from the Participant Handbook.

Explain

- The majority of the population that uses E-commerce activities lives in tier-1 and tier-2 cities. To encourage the use of digital money in tier-3 and 4 areas, PM Mr. Modi launched the “Digital India Campaign”.
- Discuss “Digital India Campaign” from the Participant Handbook.
- By Digital India project the government will deliver services via mobile connectivity and in doing so, is expected to bring the internet and broadband to remote corners of the country. This connectivity will in turn enhance e-commerce activities also. Furthermore, the Indian Government is also modernizing India Post and aims to develop it as a distribution channel for e-commerce related services.

Say

- Now let us discuss how to sell a product using E-commerce.
- Every product has to be sold on a platform on the internet. Think of it as a shop that you have to sell your product. Now this shop can be your own or shared or rented. If the shop is your own or rented there will be only your products in that shop. If the shop is shared, there will be products of multiple sellers in that shop. A common example is a departmental store which has products from multiple brands in the shop.
- Similarly, in E-commerce the shop is the website where your products are displayed. If it is your own website it will exclusively showcase your products. In this case the cost that you will incur will be:
 - ♦ Developing the website
 - ♦ Hosting the website
 - ♦ Maintenance of the website
- If you rent a website it will also showcase your own products but the development, hosting and maintenance parts goes to the owner. This saves time and the cost to manage these activities.
- Smaller companies usually go for renting a website and the bigger ones develop their own website.
- The concept of shared platforms has become very popular in recent times. In this platform the sellers have to register and then they can sell their goods on a common platform. Among the most popular of these are Amazon, Myntra, Flipkart, etc.

Role Play

- Tell the participants to choose a product or service that they want to sell online.
- Tell them to write a brief note explaining how they will use existing e-commerce platforms, or create a new e-commerce platform to sell their product or service.

Ask

- How much money are you carrying in your wallet?
- Do you have a credit/debit card?
- How do you make payments while doing online shopping?

Say

- Demonetization has made carrying cash in the wallet very difficult. People either shop through cards or some other form of digital money.
- So what do you think is digital money?
- In this form the money is both paid and received digitally. There is no hard cash involved. It is an instant and convenient way to make payments.
- There are various types of digital payments. Let us discuss some of them in brief here.
- The first one is the most commonly used system i.e. the cards. Debit card, credit card, prepaid card, all fall under this category.
- Then is the e-wallet or the mobile wallet. This has become the most used form of digital money after demonetization. Examples are Paytm, state bank buddy, Freecharge, etc.
- Many other forms of digital money are also coming up in market like mobile apps, Aadhar card based payment, etc.

Do

- Demonstrate how to make and receive payments through digital models like Paytm and state bank buddy.

Ask

- Why do you think people have started using digital money instead of hard cash? Is demonetization the only reason?

Say

- Digital money gives a lot of advantages over the conventional hard cash. Some of them are:
 - ♦ Digital payments are easy and convenient. You do not need to take loads of cash with you, a mobile phone or a card will suffice.
 - ♦ With digital payment modes, you can pay from anywhere anytime.
 - ♦ Digital payments have less risk.

Summarize

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of e-commerce and digital money.

Unit 6.3: Money Matters

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss the importance of saving money
2. Discuss the benefits of saving money
3. Discuss the main types of bank accounts
4. Describe the process of opening a bank account
5. Differentiate between fixed and variable costs
6. Describe the main types of investment options
7. Describe the different types of insurance products
8. Describe the different types of taxes
9. Discuss the uses of online banking
10. Discuss the main types of electronic funds transfer

6.3.1: Personal Finance - Why to Save?

Resources to be Used

- Participant Handbook

Ask

- How many of you save money?
- Why do you feel the need to save it?
- Do you plan your savings?
- Where do you keep the money you save?
- How do you use the money that you have saved?

Example

- Let's look at these two examples:

Example 1:

Suhani works in a good company and earns Rs.30,000 month. She always saves 5000 per month and keeps it aside as a personal saving. She keeps the money at home and has saved quite a lot. One day her mother has a medical emergency and has to be taken to the hospital. Her family is worried about the amount they have to spend for the treatment. It will cost them atleast 40,000.

Suhani says tells her family not to worry and that she has about 50,000, which she has saved over the months.

Example 2:

Jasmeet works in the same company and earns the same as Suhani. She is very fond of shopping and spends most of her money on buying new clothes. At the end of the month, she is always asking her father for money as her pay is finished.

Ask

- Who do you identify with –Suhani or Jasmeet ?
- How do you think Suhani manages to save money which Jasmeet is unable to do?

Say

- We should always set aside some and save some money from our monthly pay. The future is unpredictable. Saving money not only gives you a sense of financial security but it can be used in case of emergencies.
- Discuss “Importance of Saving” with the participants as given in the Participant Handbook.

Ask

- What are the benefits of saving money?
- What does being financially independent mean to you?

Say 

- Discuss “Benefits of Saving” with the participants as given in the Participant Handbook.
- Now let us continue with Suhani's story. Suhani has told her family not to worry and that she has about 50,000, which she has saved over the months. The family is happy about Suhani's decision of saving money, which will be of great help for them now.

Suhani is going to the hospital today to pay the first instalment for the treatment. Suddenly finds only 35,000 in her cash box when she counts and does not remember using it. She has not kept any record and now she is upset.

Ask 

- Was it a good decision by Suhani to save a part of her earnings every month?
- Was it a wise decision to keep all her savings as cash in a cash box?
- Could she have managed to save money in a better and more effective manner?
- Do you want to learn how to save money and use it effectively?

Say 

- Let's learn personal saving with the help of a group activity.

Team Activity **Personal Finance- Why to save**

- This activity has two parts:

PART 1**WAYS TO SAVE MONEY**

- You are earning 30,000/- per month. You have recently changed your job and have to move to a metropolitan city. You are now living as a paying guest paying 10,000/- per month. Your other estimated expenditures like travel, food, recreation would be around Rs. 17, 000 per month.
- Make a list of different ways to save money.

PART 2**HOW WILL YOU USE THE MONEY**

- After a year how much have you been able to save?
- How will you use the money that you have saved?

Do 

- Divide the class into groups of four.
- Instruct the participants to think and prepare a list of the various ways they can save money.
- Give the participants 10 minutes to prepare the list.
- Once done, instruct them to think of how they could use the money they have saved.
- Give the participants 10 minutes to prepare the list.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Activity De-brief

- What were the different ways you could save money?
- How much money were you able to save?
- How will you use the money you have saved in one year?

Say



- Discuss the importance of personal finance and why it is important to save money.

Summarize



You can summarize the session by discussing:

- The importance of saving money.
- Ways to save money.
- How the money saved can be used for different purposes.

6.3.2: Type of Bank Accounts, Opening a Bank Account

Resources to be Used

- Account opening sample forms
- Participant Handbook

Ask

- How many of you save money?
- Where do you keep the money you save?
- How many of you have a bank account?
- What type of account do you have?

Example

- Let's look at the given example:

Reena is in the third year of college but in the evening she gives tuitions for children living in her colony. She earns 15,000/- per month. As her students stay in different parts of the city, she has to walk a lot.

To save time, she decides to buy a second hand scooter for herself. But she has to save money for it. Her class mate advises her to open a recurring deposit account in the bank.

She goes to the bank close to her home. The personal manager gives her some forms to fill. She is confused as she has never done this before. Her elder sister has an account in the same bank. She asks for help from her sister. She goes to the bank the next day with her sister. The personal banker gives her a list of documents that she will need to submit with the form for opening an account. The banker advises her to open a 6 months recurring deposit.

Ask

- Do you try to save money monthly but have to spend it on unforeseen expenditure?
- Have you ever thought of depositing your savings in a bank?

Say

- Before opening a bank account, you need to know the types of accounts we have in India.
- Discuss “Types of Bank Accounts” with the participants as given in the Participant Handbook.

Ask

- Can someone say what are the different types of bank accounts?

Say

- Let's learn about the different types of bank accounts through an activity.

Team Activity

- Divide the class in four groups.
- Label the groups as savings account, current account, recurring account and fixed deposit.
- On a chart paper, ask them to write the key points of their account.

Activity De-brief

- Ask each group to present the key points of their account.

Say

- Now that you know about the four different types of accounts, let's learn how to open a bank account.
- Discuss "Opening a Bank Account" with the participants as given in the Participant Handbook.
- Discuss "Tips" that the participants should keep in mind while opening a bank account as given in the Participant Handbook.

Ask

- What are the main documents required for opening a bank account?
- What are some important points to ask the bank personnel while opening an account?

Say

- Mention officially valid KYC documents (refer to the Participant Handbook)
- Now, let's understand the procedure of opening a bank account through an activity.

Team Activity

Opening a Bank Account

- This activity is done in groups.
- Divide the class in groups of four or six.

PART 1

FILLING A BANK ACCOUNT OPENING FORM

- You have to fill a bank opening form.
- You can refer to the section "Opening a Bank Account" of your Handbook for reference.
- List all the steps that you will be required to fill in the form.
- List the documents that you needs for filling the form.
- Now fill in the form.

Activity De-brief

How did you design the form?

- What all details did you fill in the form?
- What were your KYC documents?
- How would this activity help you in future?

Do 

- Instruct the participants to read the section "Opening a Bank Account" of the Participant Handbook.
- Give each group one sample account opening form.
- Give the participants 5 minutes to read the form.
- Give them 15 minutes to fill it.
- Assist them by explaining each category and how to fill it.
- Keep a check on time.
- Tell the group to wind up quickly if they go beyond the given time limit.

Summarize **Note:**

- You can summarize the unit through a role play.
 - ♦ A person wanting to open an account in the bank.
 - ♦ What is the procedure that he will go through?
 - ♦ Discuss the key points of different types of bank accounts.
 - ♦ How to select the type of account
 - ♦ How to fill the account opening form.
- A sample account opening form is given in the following page for reference. Use it for the activity in the class.

Sample Bank Account Opening form.

Photograph	XXX Bank			
SAVING BANK ACCOUNT OPENING FORM				
Account No.: _____	Date: _____			
Name of the Branch				
Village/Town				
Sub District / Block Name				
District				
State				
SSA Code / Ward No.				
Village Code / Town Code	Name of Village / Town			
Applicant Details:				
Full Name	Mr./Mrs./Ms.	First	Middle	Last Name
Marital Status				
Name of Spouse/Father				
Name of Mother				
Address				
Pin Code				
Tel No. Mobile			Date of Birth	
Aadhaar No.			Pan No.	
MNREGA Job Card No.				
Occupation/Profession				
Annual Income				
No. of Dependents				

Detail of Assets	Owning House : Y/N	Owning Farm :		
	Y/N			
	No. of Animals :	Any other :		
Existing Bank A/c. of family members / household	Y / N	If yes, No. of A/cs. _____		
Kisan Credit Card	Whether Eligible Y / N			
I request you to issue me a Rupay Card .				
I also understand that I am eligible for an Overdraft after satisfactory operation of my account after 6 months of opening my account for meeting my emergency/ family needs subject to the condition that only one member from the household will be eligible for overdraft facility. I shall abide by the terms and conditions stipulated by the Bank in this regard.				
Declaration:				
I hereby apply for opening of a Bank Account. I declare that the information provided by me in this application form is true and correct. The terms and conditions applicable have been read over and explained to me and have understood the same. I shall abide by all the terms and conditions as may be in force from time to time. I declare that I have not availed any Overdraft or Credit facility from any other bank.				
Place:				
Date:		Signature / LTI of Applicant		
Nomination:				
I want to nominate as under				
Name of Nominee	Relationship	Age	Date of Birth in case of minor	Person authorised in case to receive the amount of deposit on behalf of the nominee in the event of my /minor(s) death.
Place:				
Date:				Signature / LTI of Applicant
Witness(es)*				
1. _____				
2. _____				
*Witness is requires only for thumb impression and not for signature				

Table 10.3.2.1. Sample Bank Account Opening form

6.3.3: Costs: Fixed vs. Variables: What are Fixed and Variable Costs?

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

- What is cost?
- Will a telephone bill fall under the category of a fixed or variable cost?

Say

- Discuss: Fixed and Variable cost with examples. Let us do a small activity.

Team Activity

Identify the type of cost

1. Rent
2. Telephone bill
3. Electricity bill
4. Machinery
5. Insurance
6. Office supplies/ Raw materials
7. Employee salaries
8. Commission percentage given to sales person for every unit sold
9. Credit card fees
10. Vendor bills

Do

- Divide the class into two groups. Read out the list of costs given in the activity.
- Read out each item from the cost list and ask the groups in turns to identify whether it is a fixed or variable cost.

Say

- We saw that your utility bills like rent, electricity, telephone etc. are all fixed costs because you have to pay it every month.
- Variable costs is an expense which varies with production output or volume. For example commission, raw material etc.
- Discuss “Cost: Fixed vs. variables” with the participants as given in the Participant Handbook.
- Illustrate the relation between the costs with a graph.

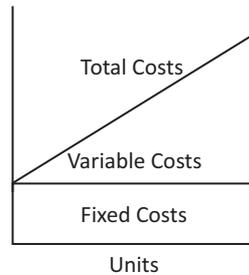


Fig 10.3.3.1. Graphical illustration of fixed vs. variable costs

- Let's learn the difference between fixed and variable cost with the help of an activity.

Team Activity

Fixed vs. Variable Costs

- This is a group activity.

- You want to start your own entrepreneur business.
- State the type of business you want to start.
- List down all the cost or requirements for your business.
- How will you differentiate between the fixed and variable cost.

Activity De-brief

- What is the total cost of your business?
- What are the fixed costs?
- What are the variable costs?
- How did you differentiate between the fixed and variable costs?

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6.
- Give each group a sheet of paper.
- Tell the participants that they have to start their own entrepreneur business.
- Ask them the type of business they want to start.
- Instruct them to differentiate between the fixed and the variable costs of the business they want to start.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize

- Note: You can summarize the unit either by having a role play between a consultant and a budding entrepreneur explaining the differences between fixed and variable costs or by discussing the key points of the unit.

Notes for Facilitation

- Answers for the activity - Identify the type of cost

1. Rent	(Fixed)
2. Telephone bill	(Fixed)
3. Electricity bill	(Fixed)
4. Machinery	(Fixed)
5. Insurance	(Fixed)
6. Office supplies/Raw materials	(Variable)
7. Employee salaries	(Fixed)
8. Commission percentage given to sales person for every unit sold	(Variable)
9. Credit card fees	(Variable)
10. Vendor bills	(Variable)

6.3.4: Investment, Insurance and Taxes

Resources to be Used

- Participant Handbook

Ask

- Ask the participants- “What do you see first thing in when you get your mobile bill? Apart from the amount and due date do you have a look at the taxes you are being billed for?”
- Why do you think people get their cars insured or have a medical insurance?
- You have saved money and want to invest it, how would you decide what is the best investment for your money?

Example

- Let's have a look at a few scenarios.

Ranbir has sold his house and deposited the money in his bank. His Chartered Accountant tells him that he will have to re-invest the money otherwise he will have to pay capital tax. What is capital tax and how is it different from income tax?

Jasmeet and Anup are blessed with a baby girl. They decide to have an insurance policy that will mature when their daughter is ready to higher education.

Shivani is working in a corporate office and getting good pay. She will have to pay income tax so she decides to invest her money in tax saving schemes. She goes to the bank manager to discuss the best products in which she can invest.

Say

- Discuss the Investment, Insurance and Taxes as given in the Participant Handbook.

Ask

- How do investments, insurances and taxes differ from each other?

Say

- Let's learn the differences between the three by having an activity.
- We will have a quiz today.

Team Activity

- The activity is a quiz.

Do 

- Divide the class into groups of three and give a name to each group
- Explain the rules of the quiz. For each correct answer the group gets 1 mark. If the group is unable to answer the question is rolled over to the next group.
- Explain the purpose and duration of the activity.
- On the blackboard write the names of the groups.
- Ask the questions of the quiz.
- Keep a score for the groups.
- Set guidelines pertaining to discipline and expected tasks.

Summarize 

- Summarize the unit by discussing the key points and answering question

Notes for Facilitation **Questions for the quiz**

1. What are bonds?
Bonds are instruments used by public and private companies to raise large sums of money.
2. Who issues the bonds?
Private and public companies issue the bonds.
3. Why are bonds issued?
To raise large amount of money as it cannot be borrowed from the bank.
4. Who is the buyer of stocks and equities?
The general public is the buyer.
5. What types of scheme is the Sukanya Samriddhi Scheme?
Small Saving Scheme
6. What is the difference between mutual and hedge funds?
Mutual funds are professionally managed financial instruments that invest the money in different securities on behalf of investors. Hedge funds invest in both financial derivatives and/or publicly traded securities.
7. Why is a loan taken from the bank to purchase real estate?
To lease or sell to make profit on appreciated property price.
8. Name the two types of insurances?
Life Insurance and Non-life or general insurance
9. Which insurance product offers financial protection for 15-20 years?
Term Insurance
10. What is the benefit of taking an endowment policy?
It offers the dual benefit of investment and insurance.
11. Mr. Das gets monthly return on one of his insurance policies. Name the policy?
Money Back Life Insurance

12. What are the two benefits of a Whole Life Insurance?

It offers the dual benefit of investment and insurance

13. Which policy covers loss or damage of goods during transit?

Marine Insurance

14. After what duration is the income tax levied?

One financial year

15. What is long term capital gain tax?

It is the tax payable for investments held for more than 36 months.

16. Name the tax that is added while buying shares?

Securities Transaction Tax

17. What is the source of corporate tax?

The revenue earned by a company.

18. Name the tax whose amount is decided by the state?

VAT or Value Added Tax

19. You have bought a T.V. What tax will you pay?

Sales Tax

20. What is the difference between custom duty and OCTROI?

Custom duty is the charges payable when importing or purchasing goods from another country. OCTROI is levied on goods that cross borders within India.

6.3.5: Online Banking, NEFT, RTGS, etc.

Resources to be Used



- Participant Handbook
- Computer System with internet connection
- Debit card

Ask



- When was the last time you visited a bank?
- How do you pay your bill for electricity and telephone?
- Have you ever tried to transfer money from one bank account to another bank account using the online banking facility?

Say



- Most of us lead a busy life. Time has become more important than money. In this busy schedule no one has time to stand in bank queues. That's where Online Banking comes in. Online banking or internet banking means accessing your bank account and carrying out financial transactions through the internet.
- Discuss "What is online banking?" from the Participant Handbook.
- There are various advantages of online banking:
 - ♦ It saves time, as you need to visit the branch. .
 - ♦ You can conduct your banking transactions safely and securely without leaving the comfort of your home.
 - ♦ Online Banking also gives you round the clock access.
 - ♦ Online Banking makes it possible for you to pay your bills electronically.

Do



- Show them how they can use the internet banking.
- Use the computer system and show the demo videos on how to use internet banking provided on most banking sites. the computer system.
- Tell the class the various features of online banking:
 - ♦ Through their website set-up your online account.
 - ♦ Choose a secure username and password.
 - ♦ Set-up your contact information.
 - ♦ Once your information is verified, you are good to go.
 - ♦ Once you enter the portal explore all the features and learn your way through the portal.
- Discuss about maintaining the security of the online account.

Say

- One of the biggest advantage that online banking offers, as discussed earlier, is transferring money from one account to another. This transaction is called electronic funds transfer. Electronic transfers are processed immediately with the transferred amount being deducted from one account and credited to the other in real time, thus saving time and effort involved in physically transferring a sum of money.
- Discuss “Electronic Funds Transfer” from the Participant Handbook.

Do

- Discuss how to transfer money from one account to another using online banking (NEFT/ RTGS, etc.).
- Illustrate with an example.

Summarize

- Close the discussion by summarizing the about online banking.
- Ask the participants if they have any questions related to what they have talked about so far.

Unit 6.4: Preparing for Employment & Self Employment

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss the steps to follow to prepare for an interview
2. Discuss the steps to create an effective Resume
3. Discuss the most frequently asked interview questions
4. Discuss how to answer the most frequently asked interview questions
5. Identify basic workplace terminology

6.4.1: Interview Preparation: How to Prepare for an Interview?

Resources to be Used

- Participant Handbook

Ask

- Have you ever attended an interview?
- How did you prepare before going for an interview?

Say

- An interview is a conversation between two or more people (the interviewer(s) and interviewee) where questions are asked by the interviewer to obtain information from the interviewee.
- It provides the employer with an opportunity to gather sufficient information about a candidate and help them select the ideal candidate.
- It also provides the interviewee with an opportunity to present their true potential to the employer, build confidence and help make a decision about the job by asking questions regarding designation, salary, perks, benefits, promotions, transfers, etc.
- Let's do an activity to understand how to prepare for interviews better.

Activity 1

- Introducing Yourself

Do

- Select a participant and ask him/her to answer the following questions: “What can you tell me about yourself?”
- Give the participant at least one minute to speak.
- Once he/she is done, ask the rest of the participant what they gathered about the participant who was providing information.
- Now repeat the exercise with five other participants.

Ask

- What information you should include when you are describing or introducing yourself in an interview?
- What information you should not include when you are describing or introducing yourself in an interview?

Say

- Tell the participants that when an interviewer asks you to say something about yourself, he/she is not asking you to present your life history.
- Introduction should be short and crisp, and should present you in a positive light. It should include the following points:
 - ♦ Any work experience that you might have
 - ♦ A brief summary of your educational qualifications
 - ♦ Your strengths and achievements
 - ♦ Any special projects that you might have been part of
- The following topics should be avoided during an introduction:
 - ♦ Detailed description of your family (unless you are specifically asked to do so)
 - ♦ Too much information about your weaknesses
 - ♦ Information that is not true

Do

- Congratulate each participant for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time.

Activity 2

- Planning the right attire

Do

- Describe 2 individuals to the participants. One is wearing a casual t-shirt, jeans, and slippers. He has not combed his hair and neither has he trimmed or shaved his beard. The other individual is dressed formally with a shirt and pant, and is well-groomed. He has also worn formal shoes and a belt. Ask the participants which person would they prefer to hire in their organization and why?

Summarize

- Close the discussion by discussing 'how to prepare for an interview' as discussed in the Participant Handbook.
- You can add the following points to it:
 - ♦ Tell the participants to create a positive and good impression in an interview. It is important for them to prepare for an interview beforehand.
 - ♦ The interviewer analyses not only your technical knowledge in relation to the job, but also whether or not you are a fit for the organization.
 - ♦ Every employer looks at the whole package and not just one or two things in isolation. Therefore, the way you dress and the way you present yourself is also important along with your skills and talents.
 - ♦ The participants will get only one chance to create a good first impression.

6.4.2: Preparing and Effective Resume: How to Creat and Effective Resume?

Resources to be Used

- Participant Handbook
- Blank papers
- Pens

Ask

- When preparing for an interview, what are the most important things that you need to do?
- What documents do you carry with you, when you go for an interview?
- What is a resume?
- Why do you need a resume?

Say

- Resume is not just a sheet of paper with your qualifications printed on it.
- It is a selling tool that will help the employer to see how and what you can contribute for company.
- Talk about the steps involved in creating an effective/attractive resumes discussed in the Participant Handbook.
- Now let's prepare a resume to understand the process in a better way.

Do

- This is an individual activity.
- Give the details of the activity.
- Instruct them to read the activity carefully.
- The participant is expected to make an attractive resume based on the information provided.
- Give the class 25-30 minutes to study the case and create a resume.
- At the end of 30 minutes, the participants should exchange the resume with the person sitting next to him or her.
- Every participant will evaluate the resume prepared with their fellow participants.

Say

- Do you think the candidate should apply for the job posting described in the advertisement?
- We have already discussed the steps involved in creating an effective/attractive resumes.
- Now let's prepare a resume for the candidate details given in the activity.

Activity

Case Study Analysis

- In the first section of the activity, you are being given the information about a candidate who is applying for a particular job.
- In the second section, you are being given the detailed description of the job posting. Create a resume for the candidate to apply for the job posting.
- Use the information that has been provided about the candidate to create this resume.

Candidate Details

Nipesh Singla was born on 20th April, 1988 in Chandigarh, India. He currently resides at 1XX7, Sector XX D, Chandigarh –160018. His mobile number is 988XXXXX01, and e-mail address is nxxxxxxxla@gmail.com. Nipesh attended middle and senior school at Government Boys Senior Secondary School, Sector 15, Chandigarh. He has been a very talented boy since school. He was fond of painting and watching old Hindi movies. As part of a school charity program, he volunteered at the children's hospital during his senior years.

In July 2007, he joined Westwood School of Hotel Management, Zirakpur to pursue a diploma course in Hotel Management and Catering. After completing this course, he joined XYZ Group of Hotels as a Housekeeping intern in June 2010 for six months. In this role, he was responsible for cleanliness and maintenance of one floor in the hotel. Taking advantage of his strong interpersonal skills, he also got opportunities to make housekeeping arrangements for corporate meetings. While pursuing education, he gained working knowledge of Microsoft Word, Excel, Access and PowerPoint.

Nipesh is detail-oriented, flexible and adaptable. He has successfully worked with a diverse work force. He gelled well with his peers, both in college and during his internship. After completing the internship, his objective has been to find a job opportunity where he can use his skills and experience. Backed by experience, he is confident about his skills as housekeeping assistant.

Job Posting

* Do you see yourself as a HOUSEKEEPING SUPERVISOR?

What's your passion? Whether you're into cricket, reading or hiking, at IHG we are interested in YOU. At IHG, we employ people who apply the same amount of care and passion to their jobs as they do in their hobbies - people who put our guests at the heart of everything they do. And we're looking for more people like this to join our friendly and professional team.

THE LOCATION:

At the moment, we are looking for HOUSEKEEPING SUPERVISOR to join our youthful and dynamic team at Holiday Inn Amritsar, Ranjit Avenue in Amritsar, Punjab (India). Holiday Inn Amritsar is ideally located in Amritsar's commercial district on Ranjit Avenue with the world famous Golden Temple located only a short distance away. Sparkling chandeliers mark an incomparable arrival experience as you escape to the welcoming environment that is, Holiday Inn Amritsar. The fresh international brand to celebrate and explore Amritsar.

Salary: Negotiable

Industry: Travel / Hotels / Restaurants / Airlines / Railways

Functional Area: Hotels, Restaurants

Role Category: Housekeeping

Role: Housekeeping Executive/Assistant.

Desired Candidate Profile

Friendly, pleasant personality, Service - oriented.

You should ideally be Graduate/ Diploma holder in HM and at least 2 years of experience as a supervisor in good brand with good communication skills, English is a must.

In return we'll give you a competitive financial and benefits package. Hotel discounts worldwide are available as well as access to wide variety of discount schemes and the chance to work with a great team of people. Most importantly, we'll give you the room to be yourself.

*Please get in touch and tell us how you could bring your individual skills to IHG.

Education-

UG: Any Graduate/ Diploma holder

PG: Post Graduation Not Required

Say

- Now, let's share the resume with the fellow participant sitting next to you and evaluate each other's effort.

Do

- Congratulate each participant for making their first attempt towards creating an effective resume.
- As a follow up activity, you can suggest them to prepare their own resume and show it to you the next day.

Summarize

- Close the discussion by showing some effective resume samples to the candidates.
- Ask the participants what they have learnt from this activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Keep printed copies of the activity ready for the session.
- Put down the suggested format of the resume on the board while explaining the steps in preparing a resume.
- Do check the participants' resume and suggest necessary changes.
- Suggested example for the case presented:

Nipesh Singla

#1XX7, Sector XX-D

Chandigarh-160018

Mobile No: 91-988XXXXX01

E-mail: nxxxxxxxxla@gmail.com

Objective: Seeking an opportunity to use my interpersonal skills and experience to contribute to your company's growth, profitability and objectives.

Professional strengths:

- Proficient in housekeeping
- Experienced in and capable of working with a diverse work force
- Team player and friendly in nature
- Successful working in a multi-cultural environment

- Detail oriented, flexible, and adaptable
- Knowledge of Microsoft Word, Excel, Access and PowerPoint

Educational background:

- Diploma in Hotel Management and Catering, Westwood School of Hotel Management, Zirakpur
- High School, Government Boys Senior Secondary School, Sector 15, Chandigarh

Professional internships:

- Housekeeping Intern, XYZ Group of Hotels, New Delhi (June 2010 – August 2010)
 - ♦ Responsible for cleanliness and maintenance of one floor in the hotel.
 - ♦ Got opportunities to make housekeeping arrangements for corporate meetings.

Volunteer Work:

- Student volunteer at children's hospital in Chandigarh.

Nipesh Singla

6.4.3: Interview FAQs

Resources to be Used

- Participant Handbook

Say

- Tell the participants you will provide them with interview situation and questions and they have to try to answer them.
- Tell them you will also explain the different ways to approach these questions.

Do

- Divide the class in pairs and ask the participants to perform a role play.
- One partner will play the role of the interviewer while the other will play the role of the interviewee.
- Tell them the interviewer can start the interview by asking the interviewee to introduce himself/herself.
- Call all the pairs one by one in front of the class to enact the role play.
- Follow the same pattern for all other situations.
- Time allotted for each situation is 8-10 minutes.
- Congratulate each participant for giving their input.
- Ask the class to applaud each time a team has completed their role play.
- Keep a check on time.

Role Play

Conduct a role play for the situation given.

Situation 1

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Then, the interviewer will bluntly ask the following questions:
 - How do you explain this huge time gap in your resume?
 - What is the reason for this?
 - Weren't you looking for a job or is it that no one selected you?

Say

De-brief:

- When you put information on your resume, you should be prepared to answer any questions about it.
- Be present and focused on the questions being asked to you.
- One way of tackling the blunt questions is to tell the interviewer you did not come across an opportunity where you were sufficiently satisfied with both the remuneration offered as well as the profile. Therefore, you waited for the right opportunity to come along while looking for an ideal job.

Role Play

Conduct a role play for the situation given.

Role Play – Situation 2

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- Then, at the end of the interview, ask the interviewee:
 - ♦ There are over 200 people who have applied for this job, some with excellent work experience. Why should I hire you?

Say

De-brief:

- There is nothing wrong with stating your strengths and achievements. However, do not come across as arrogant or too boastful.
- You need show the interviewee that you have unique skills or talents to contribute to the company. The interviewer needs to know how you stand apart from the rest of the crowd.
- Tell the interviewer you are looking forward to working with the company and that you are a hard-working individual.

Role Play

Conduct a role play for the situation given.

Role Play – Situation 3

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- Then, lean forward, clasp your hands on the table and in a soft voice ask the interviewee:
 - ♦ Did you ever experience any neglect or disregard from your previous office? In other words, did you ever suffer because your office or team displayed favouritism?

Say

De-brief:

- Keep this in mind: Do not criticize anyone during an interview.
- You are free to express your opinion, however, your language, answers, body language, and the tone of your voice should remain constructive and neutral.
- Since criticism will show you in negative light, you should keep your answers honest yet diplomatic.
- You can tackle such questions by saying, “I got along well with most of my faculty and peers.”

Role Play

Conduct a role play for the situation given.

Role Play – Situation 4

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- Then very bluntly ask the interviewee:
 - ♦ How long do you plan to stay with this company if you are selected?
- After the candidate responds, ask sarcastically:
 - ♦ Do you seriously mean that?

Say

De-brief:

- Don't provide unreal and idealistic answers.
- Your answers should be honest yet diplomatic. In a situation like this, the interviewer does not expect you to provide a specific timeline.
- You can say something like, “I would like to stay with the company as long as I can contribute constructively and develop as an employee, within the organization, professionally and financially.”

Role Play

Conduct a role play for the situation given.

Role Play – Situation 5

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- Ask him/her how important he/she thinks it is to be punctual in the corporate world.
- After he/she answers, look up sternly at the interviewee and in a crisp voice, say:
 - ♦ You were late for this interview by 10 minutes. That surely does not seem to be in line with what you just said?

Say

De-brief:

- Politely apologize for being late.
- You can add something such as, “I assure you this is not a habit”. All your future actions should be in line with this statement.
- Avoid giving any excuses.
- You might feel obligated to provide a justification for your tardiness, but the interviewer is not interested in that.
- Do not over apologize. Once this response is out of the way, turn your focus back to the interview.

Role Play

Conduct a role play for the situation given.

Role Play – Situation 6

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- After asking a few academic or job-related questions, ask the interviewee:
 - ♦ If you get this job, what salary package do you expect us to give you?

Say

De-brief:

- If there is no way for you to avoid this question, respond to the interviewer by providing a reasonable and well-thought out salary range.

Role Play

Conduct a role play for the situation given.

Role Play – Situation 7

- The interviewer will start by asking the interviewee a few generic questions such as:
 - ♦ What is your name?
 - ♦ Tell me something about yourself?
 - ♦ Can you tell me something about your family?
- Then, bringing the interview to a close, ask the interviewee:
 - ♦ Do you have any questions for me?

Say

De-brief:

- Ask relevant questions.
- Don't bombard the interviewer with questions.
- If you have questions about the result of the interview, you can limit your questions to 1 or 2. Keep them short and relevant like:
 - ♦ When will I be informed about the results of the interview?
 - ♦ What are the working hours?
 - ♦ Will the job require me to travel?

Explain

- Tell the participants to be prepared for answering different types of questions in an interview.
- Stay calm and focused, and take a moment to think about how you should respond. Always maintain a confident tone.
- Even if you don't intend to, your body language conveys your level of discomfort with a particular question. Try to keep your actions, tone, and gestures neutral.
- Maintain your composure while answering personal question.

Do 

- Tell all the participants to form pairs again.
- Tell them to use the following list of frequently asked interview questions to conduct mock interviews.
- They will use all or some of these questions to conduct mock interviews with their partners.
- One partner will play the role of the interviewer while the other will play the role of the interviewee.
- After they are through asking and answering the questions, the roles will be reversed.
- The same list of questions will be used again.
- After each mock interview ask the interviewer to provide feedback and clear any doubts that may arise.
- Time allotted for each situation is 30-35 minutes.

Activity **Mock Interview Questions**

Mock Interview Questions
Tell me something about your family.
What qualities would you look for in a Manager or a Supervisor?
Why did you apply for this job?
What do you know about this company?
How do you deal with criticism?
How do you plan to strike a good work-life balance?
Where do you see yourself five years from now?
Have you applied for jobs in other companies?
What kind of salary do you expect from this job?
Do you have any questions for me?

Summarize 

- Close the discussion by discussing the questions in the both activities.
- Ask the participants what they have learned from this activity.
- Ask if they have any questions related to what they have talked about so far.

6.4.4: Work Readiness - Terms and Terminology

Resources to be Used

- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens

Ask

- What do you understand by workplace terminology?
- Are offer letter and contract of employment the same?

Say

- Let's start this unit with an activity.

Team Activity

Workplace terminology

- This is a group activity conducted in three parts.

Part 1

Sheila received a call from the recruiter of MND Company. Before she is recruited by the company, think of the recruitment process she will have to go through. Start from the telephone call to signing her letter of acceptance. Write down all the words that come to your mind.

Activity De-brief

- Have the participants read out the words they have written
- Encourage all the participants to participate in the activity

Do

- Divide the class into small groups of 4 or 6.
- Instruct the participants that they will be doing a brainstorming activity.
- Give them one chart paper each. Tell them to divide the chart in two parts.
- Instruct them that they have to use one half of the chart paper now. The other half will be used later.
- The participants have to write all the words that come to their mind related to the recruitment process.
- Give them 10 minutes to do the activity.
- Tell them that there are no right or wrong answers.
- Keep a track of the time.

Say 

- You all know quite a few words related to the terms used in the office.
- Let us talk about some new terms that have been missed out.
- Discuss “Work Readiness – Terms and Terminology” with the participants as given in the Participant Handbook.

Ask 

- Why is it important to know the workplace terms?
- How do they help?
- Can the words be categorised further?

Say 

- Let's now continue the activity.

Team Activity **Terms and Terminology**

- This is again a group activity. The members of the group remain the same as in Activity 1.

Part 2

With the help of the new terms you have learned, make a flow chart of the hiring process of MND Company.

Activity De-brief

- Ask the groups to share the flow charts and the new terms they added while preparing the flow chart.

Do 

- Instruct the participants that they have to use the 2nd half of the same chart they had used before.
- Using the new terminology and the terms they had previously written on the chart, they have to make a flow chart of the hiring process of the MND Company.
- Give them 10 minutes for this activity.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say 

- Let's go ahead with the activity.

Team Activity **Terms and Terminology**

- The activity continues with the same group members.

Part 3

Sheila now works for the MND Company. She is not aware of the company culture and policies. She goes to the HR Department to get her doubts clarified. Can you think of the terms for which she wants clarity? Make a list of those words.

Activity De-brief

- Ask the groups to share their list of words. Some of the words are benefits, comp. time, deduction, employee training, holidays, lay-off, leave, maternity leave, mentor, notice, paternity leave, and time sheet.

Do 

- Instruct the participants to identify the key terms an employee of a company should know. They can use the same chart paper for this activity.
- Give them 5 minutes for this activity.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize 

- Note: You can either summarize the key points of the unit or have a role play where an employee has just joined a company and the HR Manager explains the terms of employment.

Unit 6.5: Understanding Entrepreneurship

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss the concept of entrepreneurship
2. Discuss the importance of entrepreneurship
3. Describe the characteristics of an entrepreneur
4. Describe the different types of enterprises
5. List the qualities of an effective leader
6. Discuss the benefits of effective leadership
7. List the traits of an effective team
8. Discuss the importance of listening effectively
9. Discuss how to listen effectively
10. Discuss the importance of speaking effectively
11. Discuss how to speak effectively
12. Discuss how to solve problems
13. List important problem solving traits
14. Discuss ways to assess problem solving skills
15. Discuss the importance of negotiation
16. Discuss how to negotiate
17. Discuss how to identify new business opportunities
18. Discuss how to identify business opportunities within your business
19. Explain the meaning of entrepreneur
20. Describe the different types of entrepreneurs
21. List the characteristics of entrepreneurs
22. Recall entrepreneur success stories
23. Discuss the entrepreneurial process
24. Describe the entrepreneurship ecosystem
25. Discuss the purpose of the Make in India campaign
26. Discuss key schemes to promote entrepreneurs
27. Discuss the relationship between entrepreneurship and risk appetite
28. Discuss the relationship between entrepreneurship and resilience
29. Describe the characteristics of a resilient entrepreneur
30. Discuss how to deal with failure

6.5.1: Concept Introduction (Characteristics of an Entrepreneur, Types of Firms/Type of Enterprises)

Resources to be Used

- Participant Handbook

Say

- Let's start this session with some interesting questions about Indian entrepreneurs.

Team Activity

Quiz Questions

1. Who is the founder of Reliance Industries?
Dhirubhai Ambani
2. Who is the Chairman of Wipro Limited?
Azim Premji
3. Who launched e-commerce website Flipkart?
Sachin Bansal and Binny Bansal
4. Who is the founder of Paytm?
Vijay Shekhar Sharma
5. Who is CEO of OLA Cabs?
Bhavish Aggarwal
6. Who is the founder of Jugnoo?
Samar Singla (autorickshaw aggregator)
7. Who is the founder of OYO Rooms?
Bhavish Aggarwal

Do

- Tell them that you will ask them few questions about a few entrepreneurs.
- Divide the class in to two groups.
- In turns ask the quiz questions to the groups.
- If the answer is incorrect pass the question to the other group.
- Share the answer if the groups are not able to answer.
- Congratulate the participants who answered correctly.

Ask

- What do you understand by entrepreneurs?
- What is the importance of entrepreneurship in today's scenario?
- What do you think are the characteristics of successful entrepreneurs?
- What are different types of enterprises that an entrepreneur in India can own and run?

Say

- Talk about entrepreneurs, importance of entrepreneurship, characteristics of successful entrepreneurs, and different types of enterprises in India as discussed in the Participant Handbook.
- Tell the participants, stories of successful Indian entrepreneurs- their struggles, the moments of heartbreak, the perseverance and triumph.
- Ask them if they know of any such entrepreneur.

Summarize

- Close the discussion by summarizing about the opportunities for entrepreneurs in India.

Notes for Facilitation

- Check out different Government schemes for small entrepreneurs. Share the information with the participants.
- You can tell them about the government websites like Start Up India, mudra.org.in etc.
- Discuss about various schemes and policies by the Government of India for entrepreneurs.

6.5.2: Leadership and Teamwork

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Do

- Show the picture given below to the class.
- Ask them to quickly write on a piece of paper what comes to their mind after seeing the picture.
- Now ask them, “What do you understand from this picture?”
- Encourage participants to share their thoughts.



Fig 10.5.2.1. Leadership and Teamwork

Say

- This picture depicts the qualities of a leader and the difference between a leader and a boss.
- A boss focuses on structure and inspires fear whereas a leader follows vision and generates enthusiasm.
- A boss blames employees for the breakdown whereas a leader fixes breakdowns.
- A boss depends on authority whereas a leader depends on goodwill.
- A boss says “I” and a leader says “We.”
- A boss drives employees whereas a leader coaches them.
- A boss takes credit whereas a leader gives credit.

Say

- Talk about leadership and leadership qualities for an entrepreneur as discussed in the Participant Handbook.

Ask

- Why is it important for a leader to be effective? How does it help the organization?

Say 

- Let us discuss benefits of effective leadership as discussed in the Participant Handbook.
- “Out-of-the-box thinking” is one of the new leadership styles. It means thinking differently and from a new perspective.

Ask 

- Do you consider yourself a team player?

Team Activity **Long Chain**

- This is a group activity.

Do 

- Divide the class into 2 teams.
- Ask each team to create a chain using materials they have in class such as shoe laces, belts, paper, handkerchief, ribbons, etc.
- The team that creates the longest chain wins the game.
- Observe if the participants are interacting with their team or working in isolation.
- Share your observations with the class.

Say **De-brief:**

- What did the winning team do differently?
- Who was responsible for the winning team's success?
- How does this activity explain the role of teamwork in entrepreneurial success?

Say 

- Tell the class that both the teams performed well.
- Discuss that the objective of this activity was to open communication channels and how this has been achieved.
- The participants should aim to keep the communication channels open when interacting with their peers and team members.
- It will set the pace and enthusiasm required for all the ensuing teamwork activities.
- Talk about teamwork and importance of teamwork in entrepreneurial success as discussed in the Participant Handbook.

Summarize 

- Close the discussion by summarizing about the importance of teamwork for employees.
 - ♦ Teamwork helps in reducing stress for the employees.
 - ♦ Teamwork helps employers in generating more number of solutions to a problem and developing improved communication amongst employees.
- Ask the participants what they have learned from these exercises.
- Ask if they have any questions related to what they have talked about so far.

6.5.3: Communication Skills: Listening & Speaking: The Importance of Listening Effectively

Resources to be Used

- Participant Handbook

Activity

Activity – Chinese Whisper

Step 1: Form a circle.

Step 2: Start a whisper chain. Any one participant will whisper a message into his/her neighbour's ear. No one else must hear the message. The message can be serious or downright silly.

Step 3: The next person who first heard the message should whisper the message very quickly to the person sitting next to them.

Step 4: The game goes on until the last person says whatever they heard out loud and the first person reveals the real message.

Compare them and have a great laugh!

Ask

De-brief questions:

- Was the original message the same as the message that is communicated at the end of the game?
- Why do you think there was a difference in the messages?

Say

- No, the original message was not same at the end of game.
- The barriers to communication like language, disturbance and noise, poor listening skills, boredom, poor speaking skills, etc. are the potential reasons this happens.
- There are various aspects to communication. Speaking skills and listening skills are two major components to any communication. There is always some room for improvement in the way we communicate.
- It is important to accept the reality of miscommunication and work to minimise its negative impacts.

Say

- Communication is a two-way process where people exchange information or express their thoughts and feelings
- It involves effective speaking and effective listening.
- If I go to the store to get bread, I exchange money for the bread. I give something and get something in return. Communication takes place in the same manner. You have to provide and receive information for communication to take place.

Ask



- How often do you hear these statements?
 - ♦ “You're not listening to me!”
 - ♦ “Why don't you let me finish what I'm saying?”
 - ♦ “You just don't understand!”
- What do you think the other person is trying to convey to you through these sentences?
- We will not talk about the importance of listening effectively as discussed in the Participant Handbook.

Say



- Let's play a game to understand effective listening process better.

Do



- This is a class activity.
- The participants need to answer the questions they hear.
- Instruct them to listen carefully.
- You will read it at a stretch and if need be repeat it once more.
- Tell the participants to raise their hand if they know the answer to the question asked.
- Keep a check on time.

Activity 2



Riddles:

Is there any law against a man marrying his widow's sister?
If you went to bed at eight o'clock at night and set the clock's alarm to ring at nine o'clock, how many hours of sleep would you get?
Do they have a 26th of January in England?
If you had only one match and entered a dark room that had a kerosene lamp, oil heater, and a wood stove, what would you light first?
The Delhi Daredevils and the Chennai Super Kings play five IPL matches. Each wins three matches. No match was a tie or dispute. How is this possible?
There was an airplane crash. Every single person died, but two people survived. How is this possible?
If an airplane crashes on the border of two countries, would unidentified survivors be buried in the country they were travelling to or the country they were travelling from?
A man builds an ordinary house with four sides except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What is the colour of the bear?

Answers:

There's no law against a man marrying his widow's sister, but it would be the neatest trick in the book since to have a widow, the man would have to be dead.

You'd get one hour's sleep since alarm clocks do not know the difference between morning and night.

Oh, yes. They have a 26th of January in England. They also have a 27th, a 28th, and so on.

First of all, you would light the match.

Who said the Delhi Daredevils and the Chennai Super Kings were playing against each other in those games?

Every SINGLE person died, but those two were married.

You can't bury survivors under any law especially if they still have enough strength to object.

The bear that rang the doorbell would have to be a white bear. The only place you could build a house with four southern exposures is at the North Pole where every direction is in South.

Ask **De-brief question:**

- What were the barriers that came into your way of listening?
- How can you overcome barriers to listening?

Say 

- There is a difference between hearing and listening.
- If you don't listen properly, the message may be misunderstood.
- Be open-minded while listening to someone.
- It is important to listen effectively and carefully without making assumptions.

Activity 3 **Elevator Pitch:**

You are in the lift of a hotel and you bumped into your former client who is a famous businessman. He has financed a lot of small business ventures and can finance your new start-up too. After exchanging pleasantries, he asks you what your new company does. You open your mouth, and then pause. Where do you even begin?

Then, as you try to organize your thoughts, his meeting is called, and he is on his way. If you would have been better prepared, you're sure that he would have stayed long enough to schedule a meeting with you too.

If you were given another chance, what would you have said to this person?

Do 

- Start off the task by providing a beginning sentence to get the story started, and then go around the classroom getting each one to add a new sentence to keep the story going.
- This task should be done spontaneously allowing only a little time to think (30 seconds).
- For example: **There was once a student who was looking for a job after graduation.**

Notes for Facilitation

- Tell the participants to follow these steps to create a great pitch, but bear in mind that you'll need to vary your approach depending on what your pitch is about.
 1. **Identify Your Goal:** Start by thinking about the objective of your pitch. For instance, do you want to tell the potential clients about your organization? Do you have a great new product idea that you want to pitch to an executive or do you want a simple and engaging speech to explain what you do for a living?
 2. **Explain What You Do:** Start your pitch by describing what your organization does. Focus on the problems that you solve and how you help people. Ask yourself this question as you start writing: what do you want your audience to remember most about you? Keep in mind that your pitch should excite you first. After all, if you don't get excited about what you're saying neither will your audience. People may not remember everything that you say, but they will likely remember your enthusiasm.
 3. **Communicate Your USP:** Your elevator pitch also needs to communicate your unique selling proposition or USP. Identify what makes you, your organization or your idea unique. You'll want to communicate your USP after you've talked about what you do.
 4. **Engage with a Question:** After you communicate your USP, you need to engage your audience. To do this, prepare open-ended questions (questions that can't be answered with a "yes" or "no" answer) to involve them in the conversation. Make sure that you're able to answer any questions that he or she may have.
 5. **Put it all Together:** When you've completed each section of your pitch, put it all together. Then, read it aloud and use a stopwatch to time how long it takes. It should be no longer than 20-30 seconds. Remember, the shorter it is, the better!

Example:

Here's how your pitch could come together:

"My company deals with cloth retail online business and we use various e-commerce platforms to sell our products. This means that you can do shopping with ease and spend time on other important tasks. Unlike other similar companies, we have a strong feedback mechanism to find out exactly what people need. This means that, on average, 95 percent of our clients are happy with our products. So, how can you help us in creating our own web portal?"

6. **Practice:** Like anything else, practice makes perfect. Remember, how you say it is just as important as what you say. If you don't practice, it's likely that you'll talk too fast, sound unnatural or forget important elements of your pitch. Set a goal to practice your pitch regularly. The more you practice, the more natural your pitch will become. Practice in front of a mirror or in front of colleagues until the pitch feels natural.

Summarize

- Close the discussion by summarizing how to speak effectively as discussed in the Participant Handbook.

6.5.4: Problem Solving & Negotiation Skills

Resources to be Used

- Participant Handbook

Ask

- What is a 'problem'?
- What do you think are the problems you may face in the process of becoming a successful entrepreneur?

Say

- Discuss the definition of problem as given in the Participant Handbook.
- In a hurdle race the hurdles are the obstacles on the way to reach your goal.
- Similarly, obstacles are the hurdles you may face while reaching your goal i.e. to set-up your own business. Your goal will be to reach the finishing line after crossing these hurdles.

Ask

- What do you do when you face a problem?
- How do you resolve it? You can pick examples from the question asked previously 'the problems they are likely to face in the process of becoming a successful entrepreneur'.

Say

- Discuss how to solve problems as given in the Participant Handbook.

Team Activity

- This is a group activity.
 - The groups will solve the problem and come up with the best solution in each case.
1. Unable to arrange for some extra finance for setting up a beauty parlour. The loan sanctioned and disbursed is not enough. You have tried all your contacts, friends and relatives. But unable to manage the extra amount. Bank will not sanction more amount as you have used up the complete sanction limit.
 2. You have rented a space for your business and all arrangements are done. You will be operating from the office space rented in two days. Now the owner comes up to you and says he wants to sell the place and wants you to vacate in 15 days.
 3. You have just set up your business and need extra human resource. You have tried inviting a few also tied up with an agency for getting the right candidate. But you are unable to get the right candidate. If the candidate is good, you cannot offer the salary demanded. If the candidate agrees to the salary, he/she has other demands like working hours to be reduced, leaves etc. which may not work for your set up.

Do 

- Divide the class into three groups. Give one scenario to each group.
- Explain the purpose and duration of the activity.
- Ask the groups to build on the scenario and present their solution as a role play.

Say **De-brief questions:**

1. What was the problem?
2. Is there any other alternative solution?
3. Is this the best solution presented?

Ask 

- Try to think of some people around you who are able to solve problems very easily. Even you or your friends might be approaching them when there is a problem. What qualities do they have? What personality traits do such people possess?

Say 

- Discuss the important traits for problem- solving as given in the Participant Handbook.

Ask 

- In order to build a successful organization, you need to hire people who possess good problem solving skills. How would you assess the level of problem solving skills of potential candidates before hiring them?

Say 

- Discuss how to assess for problem- solving skills as given in the Participant Handbook.

Summarize 

- Ask the participants the things that they have learnt so far.
- Ask if they have any questions related to what they have talked about so far.
- Summarize the discussion on problem solving.

Activity 

- The activity is to organise an election event. Select three volunteers from the group. They have to give a speech on their election manifesto to the class. They have to negotiate with the fellow participants and convince them to vote for them. The best negotiator will win the election.

Do 

- Ask three participants to volunteer for the activity.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.

Ask 

- Out of the three contestants, whom would you support? Why? What did they say or do which convinced you to make your decision?
- Have you ever tried to negotiate in your personal or professional life?
- Ask the class to share some of their experiences where they have been able to strike a deal by negotiating.

Say 

- Discuss “What is Negotiation?” as given in the Participant Handbook.

Ask 

- Why is it important to negotiate? As an entrepreneur, where do you think that negotiation skills will be needed?

Say 

- Discuss the importance of negotiation while starting a business as given in the Participant Handbook.

Say 

- Discuss the important steps to negotiate as given in the Participant Handbook.

Role Play 

- Conduct a role play activity.
- Ask the participants to assemble together.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.

Do 

- Divide them into groups of four (4) (depending on the batch size).
- Give them the hand-outs for role play scenarios.
- Two groups to be given scenarios on problem solving.
- Other two groups to be given scenarios on negotiation.
- The groups will build on the scenarios and prepare for the role play.
- Give the groups atleast 5 mins to discuss and be ready with the role play.
- Invite each group one by one to come and present their role play.

Problem solving Scenario 1

Avinash has a Mobile Repair Store in Allahabad. His outlet is one of the most popular one in the vicinity and he has great rapport with his customers. He is always well-dressed, jovial and full of energy.

It's around 11 AM, when a customer barges in to the shop and starts shouting at Avinash for giving her back the instrument which is still not working. The screen of her mobile is also cracked from one side. Avinash remembered thoroughly checking the handset before handing it over to the customer. The customer threatens to sue the company and to go to Consumer Court for cheating her.

Problem solving Scenario 2

You are running a successful small scale business, Shreeji Aggarbattis,. Your staff members do door to door selling and organise marketing campaigns in local markets. Your brand has established it's name in last few years.

Recently, lot of customers have been coming to you and lodging complaints that your staff members indulge in malpractices. Few of them informed you that a staff member engaged them in a friendly conversation. In the meanwhile, the other gave them lesser packets of aggarbattis than they paid for.

Another set of customers lodged complaint about the misconduct and rude behaviour of a particular staff member. You often hear from your customers that the orders don't get delivered on time or wrong products get delivered.

You have already been struggling with shortage of staff and such complaints are a serious concern as it is hampering your brand image. What strategies will you adopt to solve this problem?

Negotiation Scenario 1

You have interviewed a prospective new employee who could be a key member of your new entrepreneurial venture. The new person is demanding a salary that is 20% higher than you thought based on your business plan. Finances are tight, yet you believe this person could make a significant impact on future profits. If you paid the required salary for the new person, then you would have to restructure your entire business plan. You've been searching for an individual with this skill level for three months. to the candidate is waiting for your response. Now you have to call him in to make the final negotiations.

Negotiation Scenario 2

You are a young entrepreneur who has just registered his start up project and applied for a bank loan accordingly. You receive a letter saying that your loan application has been rejected as your start up idea did not appeal to the bank and they think that it is not a revenue generating model. You have taken an appointment to meet the manager and show your negotiation skills to get your loan approved.

Notes for Facilitation

**Facilitating Role Plays****Preparing for the activity**

1. Carefully review the details of the scenario and the character descriptions.
2. Become familiar with the key issues being addressed in the scenario.
3. Study the provided material so that you are ready to address issues related to the situations depicted in the role-plays.
4. Anticipate and know how to address issues participants might raise during the activity.

Conducting the activity

1. Introduce the activity. Emphasize that role-playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
4. Give the pairs/ groups 10 to 15 minutes to conduct the role-play (depending on the duration of the session).
5. After all the groups have finished with the role-play, conduct a debriefing session on each role-play.
6. Ask the groups to take five minutes to talk about what happened during the role-play. The groups should discuss the questions given in the debriefing for each role-play. Encourage participants to provide constructive criticism during their discussions.

Summarize



- Wrap the unit up after summarizing the key points and answering questions.

6.5.5: Business Opportunity Identification: Entrepreneurs and Opportunity

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

- How does an entrepreneur identify an opportunity?
- What do you think are the common queries or concerns faced by entrepreneurs?
- How can you identify new business opportunity?

Say

- Let's talk about opportunity, common queries or concerns faced by entrepreneurs, idea as an opportunity, factors to consider when looking for opportunities, ways to identify new business, and opportunity analysis as discussed in Participant Handbook.
- Let's do an activity to understand ways to identify business opportunities within your business.

Do

- Tell the class that this is an individual activity.
- Tell the participants to create a matrix on their notebooks.
- There will be four boxes in your matrix.
- Strength, Weakness, Opportunity and Threats will be the four headings of the matrix. This is called the SWOT matrix.
- Read out the questions to them and tell the participants they need to answer the questions asked in each matrix.
- Tell them they can also use their own understanding of themselves to fill the SWOT matrix.

Activity

Do your SWOT analysis

Strength

What are your strengths?
What unique capabilities do you possess?
What do you do better than others?
What do others perceive as your strengths?

Opportunity

What trends may positively impact you?
What opportunities are available to you?

Weakness

What are your weaknesses?
What do your competitors do better than you?

Threat

Do you have solid financial support?
What trends may negatively impact you?

Do

- Congratulate everyone for the class activity.
- Ask the audience to applaud for themselves.
- Allot the participants sufficient time to complete this activity, but do keep a check on time.
- Ask de-brief questions to cull out information from the participants.

Ask

De-brief questions:

- What are your weaknesses according to your SWOT analysis?
- Do you think you can change your weakness into strength? How?
- Do you think you can work on your threats? How?

Summarize

- Close the discussion by summarizing ways to identify business opportunities within your business.
- Ask the participants what they have learned from this exercise.
- Ask if they have any questions related to what they have talked about so far.

6.5.6: Entrepreneurship Support Eco-System

Resources to be Used

- Participant Handbook
- Chart papers
- Marker pens
- Pencils
- Colour pencils
- Scale
- Eraser
- Other requisite stationery material

Ask

- Do you think that entrepreneurs need support?
- What do you think is an eco-system?
- What do you think 'entrepreneurship support eco-system' means?

Say

- Let's learn what entrepreneurship support eco-system means.
- Discuss 'Entrepreneurship Support Eco-System' as given in the Participant Handbook.

Ask

- Can you define entrepreneurship support eco-system?
- What are the key domains of the support eco-system?

Say

- Let's learn more about these domains by conducting an activity.
- You have to make a poster showing the components of the six main domains of entrepreneurship support eco-system.

Team Activity

- Making a poster showing the entrepreneurship support eco-system.

Do

- Divide the class into groups of four or six.
- Hand out chart paper and coloured pens.
- Explain the purpose and duration of the activity.
- Go around checking the progress of each group.
- Set guidelines pertaining to discipline and expected tasks.

Activity De-brief

Ask each group to display their poster and explain the key domains of entrepreneurship support eco-system.

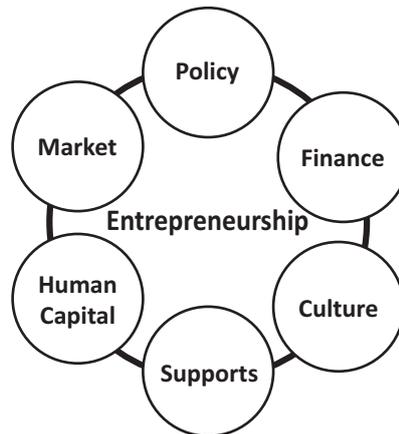


Fig 10.5.6.1. Entrepreneurship Support Eco-System

Ask

- What kind of government support eco-system is available for entrepreneurs in India?

Say

- Discuss 'Make in India' campaign as given in the Participant Handbook.

Team Activity

- Presentation on key schemes to promote entrepreneurs

Do

- Divide the class into pairs.
- Number each pair from 1-15.
- Assign a scheme, same as their group number, to each group.
- Ask them to read the scheme carefully and present it to the class.
- Explain the purpose and duration of the activity.
- Go around checking the progress of each group.
- Set guidelines pertaining to discipline and expected tasks.

Activity De-brief

- Ask each group to explain the scheme offered by government to promote entrepreneurs.

Summarize

- Summarize the unit by discussing the key points and answering questions the participants may have.

6.5.7: Risk Appetite & Resilience

Resources to be Used

- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens
- Marker pens

Ask

- Can you define risk or explain what constitutes a risk?
- What do you people mean when they say, “This may be a risky proposition”?
- What risks are they talking about?

Example

- Let's have a look at these two examples:

Rohit and his family were travelling by car from Delhi to Nainital. It was their second trip there. Rohit was familiar with the road. His friends told him that the highway after Rampur was in a bad condition. They advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road. This road is in a better condition.

Since he was going with his family, and did not want to take the risk of getting lost, he left early. He took the Kaladhungi road and reached Nainital well in time.

Suresh and his family too were travelling by car from Delhi to Nainital. It was their second trip there. His friends too advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road as this road was in a better condition.

Suresh too decided to take the Kaladhungi road but he left Delhi in the afternoon. It was dark by the time he reached Kaladhungi, and he was sure that he was taking the correct turn. As it was late, he could not find anyone to give him directions. He ended up being in an unknown place that was scarcely inhabited.

Say

- Let's see what type of risks Rohit and Suresh took.
- Discuss 'Risk Appetite and Resilience' with the participants as given in the Participant Handbook.

Say

- Let's learn more about risk appetite and resilience with the help of an activity.

Team Activity

Risk Appetite

- This is a group activity.

- In the previous unit, you read success stories of Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
- Mr Ambani left his job and started his company Reliance with just Rs. 50,000/-.
- Dr Patel kept his job, went door-to-door to sell Nirma, and only when the brand started gaining popularity did he start his own company.
- What types of risk did both of them take?
- What risk factors, do you think, did they keep in mind before launching their company?
- Write the Risk Appetite Statement of both the companies.

Activity De-brief

- Who took a greater risk?
- What are the differences between the Risk Appetite Statement of both the companies?

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to evaluate the risks taken by Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Ask

- Do you think all entrepreneurial ventures are successful?
- What happens if the first venture is not successful?
- Should the entrepreneur stop when faced with challenges or face them?

Example

- Let's have a look at the following example:

Vijay Shekhar Sharma is the founder of Paytm, which is a giant Indian e-commerce. He was born in a middle-class family in Uttar Pradesh. He started his first job at an MNC. He quit after six months and built a company One97 with his friends. As One97 grew bigger, it needed more money because it was running more servers, bigger teams, and had to pay royalty. At that time, the tech bubble popped and technology companies were running in losses. Finally, money ran out. So One97 took loans and then more loans at higher rates of interest, as high as 24 per cent, and became caught in a vicious cycle.

In 2014, Paytm was launched with online wallet services after which, the company enabled online payment transactions. The company got licenses from RBI in 2016 to launch India's first ever payment bank. Moreover, the main motive of Paytm was to transform India into a cashless economy.

After demonetization came into effect, Vijay Shekhar Sharma started promoting online and digital transactions to deal with the cash crunch. In fact, the service of the company's mobile wallet is accepted across India. The logo of Paytm is now popular almost everywhere from tea stalls to major companies.

Say 

- Let's see what qualities made Vijay Shekhar Sharma a resilient entrepreneur.
- Discuss Entrepreneurship and Resilience with the participants as given in the Participant Handbook.

Say 

- Let's learn more about entrepreneurship and resilience with the help of an activity.

Team Activity **Entrepreneurship and Resilience**

- This is a group activity.

- Think of some entrepreneurship ventures that faced challenging times, but later resulted in success stories.
- Who is the founder of that company?
- What challenging times did it face?
- How did it overcome those challenges?
- List the resilient characteristics of the entrepreneur.

Activity De-brief

- Each group to give their presentation.
- Why did you choose this company?
- What is the success story of the company?

Do 

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to think of an entrepreneur who faced challenging times, but eventually succeeded.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize 

- You can summarize the key points of the unit.
- Ask the participants what they learned from the activities.
- Clarify any questions or doubts they might have.

6.5.8: Success and Failures

Resources to be Used

- Participant Handbook

Ask

- Have you heard the quote 'nothing is impossible'?
- What do you think it means?
- Do you think that all successful entrepreneurs became famous overnight or did they have to struggle or face failure before succeeding?

Example

- Let's have a look at this example.

Shah Rukh Khan, also known as, SRK or King Khan is a force to reckon with. Did he achieve stardom overnight? Shah Rukh Khan, who has seen many struggles in his life – he has slept on streets, struggled to support himself and his sister at a very young age, and lost his parents very early in life, which led to his sister seeking mental health support. Amidst all the chaos and challenges, he kept pushing himself, and today he stands tall as the 'Badshah of Bollywood'. Certainly those years were not easy for him.

When he was young, he stood at Marine Drive and said, “I will rule this city one day”. Failure was not just his companion during or before his stardom, it is still a substantial part of his life. Success does not come easy. What made him a star was his acceptance of failure and the urge to improve.

Say

- How do you define success and failure?
- What is fear?
- Discuss “success and failure” with the participants as given in the Participant Handbook.

Ask

- Have you felt or experienced fear?
- What led you to feel that emotion?
- How did you handle it?

Say

- Let's learn the about success and failure with the help of an activity.

Team Activity

- Divide the class into groups of four.
- Instruct them to think of one scenario where they have to interview a successful entrepreneur.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.
- They have to choose one person from the group as the interviewee and one as the interviewer.
- Go around and make sure they have understood what is to be done and are discussing the roles properly.
- Check that everyone understands their role. Give clarifications if needed. Give the participants about 5 minutes to discuss and decide their roles.
- Ask the groups to stop the discussion as soon as the time is over.
- Invite each group one by one to come and present their interview as a role play.

Notes for Facilitation

Facilitating Role Plays

Preparing for the activity

1. Carefully review the details of the scenario and the character descriptions.
2. Become familiar with the key issues being addressed in the scenario.
3. Study the provided material so that you are ready to address issues related to the situations depicted in the role plays.
4. Anticipate potential questions that might be raised by the participants and be ready to address them.

Conducting the activity

1. Introduce the activity. Emphasize that role playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
4. To maintain spontaneity of the interactions during the role play, ask the participants not to discuss the details of their roles prior to the role play.
5. Give the pairs 15-20 minutes to conduct the role play.
6. Circulate among the groups to answer any questions that may arise and provide guidance as needed.
7. After all the pairs have finished with the role play, conduct a de-briefing session on each role play.
8. Ask the groups to take five minutes to talk about what happened during the role play. The groups should discuss the questions given in the de-briefing for each role play. Encourage participants to provide constructive criticism during their discussions.
9. Conclude the activity by asking participants to think about whether and how they might use scripted role plays in their real life.

Summarize

- Wrap the unit up after summarizing the key points and answering questions.

Unir 6.5: Preparing to be an Entrepreneur

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss how market research is carried out
2. Describe the 4 Ps of marketing
3. Discuss the importance of idea generation
4. Recall basic business terminology
5. Discuss the need for CRM
6. Discuss the benefits of CRM
7. Discuss the need for networking
8. Discuss the benefits of networking
9. Discuss the importance of setting goals
10. Differentiate between short-term, medium-term and long-term goals
11. Discuss how to write a business plan
12. Explain the financial planning process
13. Discuss ways to manage your risk
14. Describe the procedure and formalities for applying for bank finance
15. Discuss how to manage their own enterprise
16. List the important questions that every entrepreneur should ask before starting an enterprise

6.5.1: Market Study/The 4Ps of Marketing/Importance of an IDEA: Understanding Market Research

Resources to be Used

- Participant Handbook
- Chart papers
- Markers pens
- Blank sheets of paper

Ask

- Suppose, you want to open a restaurant, what are the factors you will consider?
- How will you promote your restaurant?

Example

- Let's have a look at this example.

Arjun was an MBA working in a company. But he wanted to start a low cost budget hostel for foreign tourists coming to India. He did a lot of market research before starting the project. Based on the information he gathered, he made his business plan. His hostel is now flourishing and he is thinking of expanding to other tourist destinations.

Say

- Discuss “Market Study” with the participants. Refer to the Participant Handbook.
- Let's learn about market study and research with the help of an activity.

Team Activity

Market Study

- This is a group activity.
- You want to start your own tuition centre.
- What type of research will you do?

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Encourage other groups to be interactive and ask questions.
- What factors did you keep in mind while doing your research?
- Based on our research would you go ahead and open a tuition centre?

Do 

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6.
- Give each group a chart paper.
- Tell the participants that they have to start their own tuition centre.
- Give the participants 10 minutes to discuss and write the research work they need to do.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say 

- By opening a tuition centre you are offering a service.

Ask 

- What factors will you keep in mind before opening it?

Say 

- Discuss “The 4Ps of Marketing” with the participants as given in the Participant Handbook.

Say 

- Let's learn about the 4Ps of Marketing with the help of an activity.

Team Activity **4 Ps of Marketing**

- This is a group activity.
- You have to sell a pen to four different segments:
 1. Rural villagers
 2. Rural middle class
 3. Urban middle class
 4. Upper end rich people (Niche market)

Keeping the 4Ps of Marketing in mind, what marketing strategy will you design to sell the pen?

Activity De-brief

- Ask each group to present their strategy.
- Encourage other groups to be interactive and ask questions.

Do 

- Instruct the participants that this is group work.
- Divide the class into four groups.
- Give each group a chart paper.
- Assign each group a target audience for selling the pens:
 1. Rural villagers
 2. Rural middle class
 3. Urban middle class

- Upper end rich people
- Tell the participants that they have to design a marketing strategy keeping the 4Ps of Marketing in mind.
- Give the participants 20 minutes to discuss and come up with their strategy.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Ask each group what they kept in mind while designing their marketing strategy.
- Encourage other groups to be interactive and ask questions.

Say 

- Each entrepreneur has an idea of wants he wants to sell. It may be a service or a product.
- Discuss “Importance of an IDEA” as given in the Participant Handbook.

Summarize 

- Summarize the key points of the unit.
- Ask the participants what they learnt from the activities.
- Encourage them to ask if they have any doubts.

6.5.2: Business Entity Concepts

Resources to be Used



- Participant Handbook

Say



- Let's recall some basic business terminology.
- Discuss the Business Entity Concepts as given in the Participant Handbook.
- Let's learn some basic business terminology by having an activity.
- We will have a quiz today.

Activity



- The activity is a quiz.

Do



- Divide the class in two groups and give a name to each group.
- Explain the rules of the quiz. For each correct answer the group gets 1 mark.
- If the group is unable to answer the question is passed to the next group.
- Explain the purpose and duration of the activity.
- Ask the questions of the quiz.
- Keep a score of the groups.
- Set guidelines pertaining to discipline and expected tasks.

Summarize



- Summarize the unit by discussing the key points.

Notes for Facilitation



QUESTIONS FOR THE QUIZ

1. What does B2B mean?
Business to business
2. What is a financial report?
A comprehensive account of a business' transactions and expenses
3. Who is a sales prospect?
A potential customer
4. How is working capital calculated?
Current assets minus current liabilities

5. What is an estimation of the overall worth of a business called?

Valuation

6. You are buying a house. What type of transaction is it?

Complex transaction

7. How will you calculate the net income?

Revenue minus expenses

8. How is Return on Investment expressed?

As percentage

9. How will you calculate the cost of goods sold?

Cost of materials minus cost of outputs

10. What is revenue?

Total amount of income before expenses are subtracted.

11. What is a Break-Even Point?

This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.

12. What is the formula used to calculate simple interest?

*$A = P(1 + rt)$; $R = r * 100$*

13. What are the three types of business transactions?

Simple, Complex and Ongoing Transactions

14. The degrading value of an asset over time is known as .

Depreciation

15. What are the two main types of capital?

Debt and Equity

6.5.3: CRM & Networking

Resources to be Used

- Participant Handbook

Ask

- Can your business run without customers/buyers?
- Who is the most important entity in any business?

Say

- The key to every success business lies on understanding the customer's expectations and providing excellent customer service.
- Discuss about CRM and its benefits. Refer to the Participant Handbook.
- Providing excellent customer service entails:
 - ♦ Treating your customers with respect.
 - ♦ Be available as per their need/ schedule.
 - ♦ Handling complaints effectively.
 - ♦ Building long lasting relationships.
 - ♦ Collecting regular feedback.
- Handle customer complaints proactively. Ask “what happened”, “why it happened”, “how can it be avoided next time”, etc.
- Collecting feedback from the customers regularly will enable you to improve your good/service.
- “Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem.”

Do

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Put down the discussion points (de-brief questions) on the board. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes, the team should present their case solution to the class.

Team Activity

Case Study Analysis

Raju runs a business of wooden furniture. He has a huge list of customers on Facebook and WhatsApp who give him orders regularly. Ankita is one of his old and regular customers. She placed an order for a new chester and TV cabinet via WhatsApp and requested Raju to send them as soon as possible. When the parcel reached Ankita through courier she found that chester was broken and the TV unit was chipped from the bottom. Ankita was heartbroken. It was a complete waste of money. She sent a message to Raju on WhatsApp, expressing her anger and disappointment. Raju might lose an old customer forever if he doesn't satisfy the customer. What should Raju do to retain his customer?

Scenario 2

Rajni runs a boutique shop. She sells suits and sarees. She is one of the most successful designer in her city. Rajni swears that all the clothes in her boutique have unique designs. Smita has to attend her cousin's wedding; she goes to Rajni's boutique to buy a saree. Smita wanted a unique designer saree. Rajni customized a saree for her and sent it over the courier. When Smita had a look at the saree she realised her two friends had the same design sarees. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment. Did Rajni make a false promise? Were her designs copied? What could happen to Rajni's image after this incident? What would you do if you were in Rajni's place?

Scenario 3

Shama is a beautician who offers parlour services to ladies by making home visits. Recently, Shama got her name registered on an e-commerce website. Two days earlier, she got a message from Mrs Sushma. The appointment was fixed for next day, 11:00 am and the remuneration for the services was decided beforehand. When Shama reached there at 10:50 am, Mrs Sushma was not at home. When Shama called her, she asked her to wait for a while. Mrs Sushma reached home at 11:45 am. Meanwhile, Shama had to reschedule her next appointment. After availing Shama's services, Mrs Sushma refused to pay the requisite amount and started finding faults in the services provided by her. Who was at fault in this scenario? What should you do in case the customer behaves unreasonably? What would you do if you were in Shama's place?

Scenario 4

Shailender is the manager of a car showroom. He proactively takes part in all the transactions that happen in his showroom. Vinita wants to buy a new car. She has chosen a car from Shailender's showroom. The salesperson has given her a very good discount and has also promised free service for one year. Vinita goes to the showroom and asks to complete all the formalities to purchase the car. When she sees the final bill she realize that she has not received the promised discount neither was there any mention of the free services. She immediately demands to see the Shailender. When Shailender's head asks how much discount Vinita was promised, he realised the discount will make the sale in loss. The car showroom owner might lose a customer and deal due to false commitments made by his manager. Besides, the customer might tell this to other people, creating a bad name and image for the showroom. If you owned that showroom, how would you have convinced your customer?

Say

- Now, let's discuss the problem and solution with the class.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Present the solution as a role play.
- Post presentation, the other groups may ask questions from the group that has presented.

Do 

- Congratulate each group for the presentation/ role play.
- Ask the audience to applaud for them.
- Keep a check on time. Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Say 

- If your customers are happy with you they will give referrals which will help to grow your business.
- One more way of growing business is 'Networking'.
- Discuss Networking and its benefits. Refer to the Participant Handbook.

Activity **Group Discussion**

- Conduct a group discussion in the class on how they can do networking for their business.

Summarize 

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of CRM and Networking for entrepreneurs.
- Close the discussion by summarizing the importance of CRM and Networking for entrepreneurs.

6.5.4: Business Plan: Why Set Goals?

Resources to be Used

- Participant Handbook
- Chart papers
- Blank papers
- Marker pens
- Ruler

Ask

- Remember we had written SMART Goals in a previous session? Let's try and recall why it is important to set goals?
- While framing SMART goals, we talked about 'T' in SMART, which was 'Time Bound'? What do we mean by time bound goals?
- What time limit did you set for your goal- 3 weeks, 3 years, 10 years?

Say

- Talk about short term, long term and medium term goals, as discussed in the Participant Handbook.

Ask

- As you are planning to become an entrepreneur, you must have thought of an idea for a start-up. What is your business idea?

Do

- Ask few participants to share their business ideas.

Ask

- Have you created a business plan for your business idea?
- Do you think it is important to have a business plan in place? Why/ why not?

Say

- Talk about 'Why Create a Business Plan' as discussed in the Participant Handbook.
- Let's understand it better with the help of an activity.

Team Activity

Writing a business Plan

- This is a group activity.
- Give the groups the required resources such as chart paper and markers.
- This activity is divided into two parts:
 1. Create a business idea
 2. Develop a business plan
- The group will discuss and come up with a new business idea and present their idea to the class.
- In the second part of the activity the group will develop a business plan for the business idea.
- The business plan prepared will be presented by the groups to the class.

MY BUSINESS PLAN
Executive Summary: What is your Mission Statement?
Business Description: What is the nature of your business?
Market Analysis: What is your target market?
Organization and Management: What is your company's organizational structure?
Service or Product Line: What is the lifecycle of your product/ service?
Marketing and Sales: How will you advertise and sell your products?
Funding Request: How much fund is required and from where?

Say

- Teams will need to brainstorm for this part of the activity.
- Use the blank papers for the second part of this activity
- Make your business plan on a chart paper based on the following parameters:
 1. Executive Summary
 2. Business Description
 3. Market Analysis
 4. Organization and Management
 5. Service or Product Line
 6. Marketing and Sales
- Explain each parameter in detail as done in the Participant Handbook.
- Discuss each parameter with the business idea examples of the groups.
- Groups will discuss and develop the business plan for their business idea.

Say 

- Now, let's share our plan with the class.
- Each group will briefly describe the plan to the class.
- Post presentation, the other groups may ask questions to the group who have presented their plan.

Do 

- Congratulate each group for sharing their points.
- Ask the audience to applaud for them.
- Keep a check on time. Tell group to wind up the discussion quickly if they go beyond the given time limit.

Say 

- Along with a business plan, you need to create a financial plan and evaluate the risk involved with your start up.
- Discuss 'Financial Planning' and 'Risk Management' in detail as given in the Participant Handbook.

Summarize 

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation 

- Keep the business plan format ready in a flipchart to display it during the activity.

6.5.5: Procedures and Formalities for Bank Finance

Resources to be Used

- Participant Handbook
- Bank loan/finance form sample

Ask

- While preparing a business plan in the last session, we discussed financial planning to arrange financial resources for your start-up. Therefore, how will you collect funds to start your business?

Say

- While most entrepreneurs think 'product' is the most difficult thing to decide for a business, start-up capital poses an even a bigger obstacle. Though there are various ways of funding the business, to convince investors to invest money is the most challenging.
- Some of the funding options available in India are:
 - ♦ **Bootstrapping:** Also called self-financing is the easiest way of financing
 - ♦ **Crowd funding:** Funds are collected by consumers pre-ordering or donating for starting the business.
 - ♦ **Angel investors:** Individual or group of investors investing in the company
 - ♦ **Venture capitalists:** Venture capitals are professionally managed funds who invest in companies that have huge potential. They usually invest in a business against equity.
 - ♦ **Bank loans:** The most popular method in India.
 - ♦ **Microfinance Providers or NBFCs**
 - ♦ **Government programmes**
- Let us know discuss the most popular method i.e. bank finance in detail here.

Do

- Discuss the list of documents that are required to apply for a loan like letter of introduction, business brochure, references of other banks, and financial statements.
- Explain the details to be filled in a loan application form.
- Divide the class into groups. Give each group a loan application form.
- Ask the groups to discuss and fill the form.

Summarize

- Close the discussion by summarizing the important documents needed for bank loan.
- Ask the participants if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Checklist of documents is provided as resources for the session.
- You can make some copies and distribute it during the group activity.
- Download sample loan application forms from any nationalised bank's website. Print sufficient copies to circulate it amongst the groups.

CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH LOAN APPLICATION (Common for all banks)
1. Audited financial statements of the business concern for the last three years
2. Provisional financial statements for the half – year ended on _____
3. Audited financial statements of associate concern/s for the last three years
4. Copy of QIS II for the previous quarter ended on _____
5. Operational details in Annexure I
6. CMA data for the last three years, estimates for current year and projection for the next year
7. Term loan/DPG requirements in Annexure II
8. List of machinery in respect of machinery offered as security in Annexure III
9. Additional details for export advances furnished in Annexure IV
10. Property statements of all directors/partners/proprietor/guarantors
11. Copies of ITAO of the company for the last three years
12. Copies of ITAOs/WTAOs of the directors/partners/proprietor and guarantors
13. Copies of certificate from banks and financial institutions certifying the latest liability with them
14. Copy of board resolution authorizing the company to apply to your bank for the credit facilities mentioned in application
15. Copy of memorandum and article of association (in case of limited company)/partnership deed (in case of partnership firm)
16. Cash budget for the current year and next year in case of contractors and seasonal industries

6.5.6: Enterprise Management - An Overview: How to Manage Ypur Enterprise?

Resources to be Used

- Participant Handbook

Ask

- Having set-up a business, do you think it is possible to do everything on your own?
- Does one require trained persons for help?
- What does management mean?

Say

- Let's have a look at this example:

Kapil had a small business that was beginning to pick up pace. He wanted to expand his business, and therefore employed few more people. One day, as he was walking past Ramesh, one of his new employees, he overheard Ramesh talking rudely to a customer on the phone. This set him thinking. Kapil realised that he should have regular team meetings to motivate his employees and speak with them about any problems they might be facing during work. He should also conduct training sessions on new practices, soft skills, and technology, and develop work ethics manual for managing his enterprise.

Say

- Was Kapil correct in his approach or he should have scolded Ramesh instantly in front of his other employees?
- Discuss “Enterprise Management – An Overview” with the participants as given in the Participant Handbook.

Say

- Let's learn how to effectively manage an enterprise or business through an activity.

Team Activity

Enterprise Management

- This is a group activity.
- Design a matrix listing the topics and key words that are needed to run an enterprise effectively and smoothly.

Activity De-brief

- Have each group present their matrix.
- Encourage participants of the other groups to ask question about each other's presentation.

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper and coloured pen.
- Tell the participants that they have to make a matrix they need to fill.
- They have to write the main topics and key words that will help them effectively manage their enterprise.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of effective management to run an enterprise as given in the Participant Handbook.

6.5.7: 20 Questions to Ask Yourself before Considering Entrepreneurship

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

- Why do you want to become an entrepreneur?

Say

- It is very important to know why you want to become an entrepreneur. Your personal goals for becoming an entrepreneur play a key role in the success of your business. Your goals should be clear well before you start your business.
- Apart from the goals, the other aspects of business that you need to bear in mind are the potential problems that you may face to set-up, your areas of interest, and all the other dimensions of the business.
- Let's understand it better with the help of some questions that every entrepreneur should ask before starting their own business.
- Open the Participant Handbook section named '20 Questions to Ask Yourself Before Considering Entrepreneurship'. You have to answer the questions individually.
- Then, we will have a class discussion on all the questions.

Do

- Read out the questions one by one in front of all the participants.
- Participants have to answer all the one by one questions.
- Give the class 10-15 minutes to note down their answers.
- At the end of 15 minutes, open the discussion for all the questions.
- Moderate the discussion by focusing on the relevant points.
- Keep a check on time and don't let the discussion get sabotaged or lose track of time. Ensure all the questions are covered and discussed.

Summarize

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.

Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Two Wheeler Service Technician		
Qualification Pack Name & Ref. ID	Two Wheeler Service Technician & ACS/Q1411		
Version No.	2.0	Version Update Date	21-05-2020
Pre-requisites to Training (if any)	10th Class/I.T.I (Motor Mechanic) with 0-6 Months of experience OR Certificate-NSQF (Two Wheeler Service Assistant) with 1-2 Years of experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Perform routine service/maintenance/minor repairs of the vehicle Work effectively and efficiently as per schedules and timelines while complying with the health and hygiene norms. 2. Implement safety practices. 3. Optimize the use of resources to ensure less wastage and maximum conservation. 4. Interact effectively with others using interpersonal skills. 		

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
1	Introduction to role of a two wheeler service technician	Icebreaker	<ul style="list-style-type: none"> • Introduce each other • Build rapport with students • List the role and responsibilities of a two wheeler service technician • Explain the basic structure and technology used in different models of a two wheeler • Discuss the standard operating procedures (SOP) to be followed for service and minor repair of two wheelers and for using tools and equipment 		<ul style="list-style-type: none"> • Group Activity: Passing the Parcel 	Whiteboard/ Markers, Computer, Projector, screen	T: 8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
2	Work Effectively and Efficiently	Safe working practices	<ul style="list-style-type: none"> Elaborate importance of safety at workplace List the potential workplace related risks and hazards, their causes and preventions. Identify safety measures during work Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. 	ASC/N9801 PC1, PC2, PC3 KU1, KU6 GS1, GS2, GS5	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	White board/black board marker/ chalk, duster, computer or Laptop attached to LCD projector, PPE, warning signs and tapes	T:2:00 P:6:00
		Emergency rescue and first-aid procedure	<ul style="list-style-type: none"> Discuss the causes of fire at the shop floor; Demonstrate steps of emergency procedures Demonstrate steps to evacuate in emergency situation Demonstrate basic first aid techniques 	ASC/N9801 PC10, PC11 KU2, KU3, KU5 GS4, GS6, GS7, GS9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Fire extinguisher and first aid kit	T:2:00 P:6:00
		Workplace quality standards	<ul style="list-style-type: none"> Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc. Perform routine cleaning of tools, equipment and machines. Discuss how to complete the given work within the stipulated time period. Discuss ways to maintain a proper balance between team and individual goals. 	ASC/N9801 PC4, PC5, PC6 GS11, GS12	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	White board/black board marker/ chalk, duster, computer or Laptop attached to LCD projector, cleaning material, tools and equipment	T:3:00 P:3:00
		Health and hygiene during an epidemics and pandemics	<ul style="list-style-type: none"> Discuss epidemics and pandemics and their impact on society at large. Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers Show how to sanitize and disinfect one's work area regularly Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/ coughing/sneezing, etc.). Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic 	ASC/N9801 PC7, PC8, PC9, PC12 KU16 GS3	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	White board/black board marker/ chalk, duster, computer or Laptop attached to LCD projector, sanitization kit, disinfectants, alcohol-based sanitizers	T:1:00 P:1:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
3	Optimize Resource Utilization	Resource optimization	<ul style="list-style-type: none"> List the ways to optimize usage of resources. Employ ways for efficient utilization of material and water Use energy efficient electrical appliances and devices to ensure energy conservation 	ASC/N9801 PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20 KU7, KU8, KU9, KU10, KU11 GS3, GS8	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	White board/black board marker/ chalk, duster, computer or Laptop attached to LCD projector	T:5:00 P:3:00
		Waste management	<ul style="list-style-type: none"> Discuss various methods of waste management and its disposal List the different categories of waste for the purpose of segregation State the importance of using appropriate colour dustbins for different types of waste Demonstrate different disposal techniques depending upon different types of waste 	ASC/N9801 PC21, PC22, PC23, PC24, PC25 KU12, KU13, KU14, KU15 GS10	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Different type of waste bins to collect and segregate waste for disposal	T:3:00 P:5:00
4	Communicate Effectively and Efficiently	Communication skills	<ul style="list-style-type: none"> Define Communication Skills Elaborate process of communication List components of communication 	ASC/N9802 PC1, PC4 KU1, KU2 GS3, GS8	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	White board marker, duster, computer or Laptop attached to LCD projector	T:4:00 P:4:00
		Verbal and non-verbal communication	<ul style="list-style-type: none"> Define verbal communication and its importance List ways to improve verbal communication List components of non-verbal communication State importance of body language 	ASC/N9802 PC1 KU1, KU2 GS5, GS6, GS8	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	White board marker, duster, computer or Laptop attached to LCD projector	T:3:00 P:5:00
		Listening and writing skills	<ul style="list-style-type: none"> List requirements for good listening skills Discuss written communication medium 	ASC/N9802 PC1,, PC6, PC7, PC8, PC9 KU1, KU2 GS1, GS2, GS5, GS6, GS7	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	White board marker, duster, computer or Laptop attached to LCD projector	T:3:00 P:5:00
		Communication with PwD	<ul style="list-style-type: none"> Discuss the importance of PwD and gender sensitization. Demonstrate ways to communicate with People with Disability (PwD) 	ASC/N9802 PC2, PC3 KU3 GS4	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	White board marker, duster, computer or Laptop attached to LCD projector	T:3:00 P:5:00
		Communication with different gender	<ul style="list-style-type: none"> Demonstrate ways to communicate with different gender people 	ASC/N9802 PC2, PC3, PC5 KU3 GS4	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	White board marker, duster, computer or Laptop attached to LCD projector	T:3:00 P:5:00
5.	Perform service, maintenance and repair	About two wheeler vehicle - 1	<ul style="list-style-type: none"> List two wheeler aggregates and parts. Demonstrate functioning of two wheeler engine, suspension system, steering system etc. 	ASC/N1420 PC2 KU1, KU2, KU3, KU7, KU9, KU10, KU11	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo two wheeler vehicle	T:8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
		About two wheeler vehicle - 2	<ul style="list-style-type: none"> List two wheeler aggregates and parts. Demonstrate functioning of two wheeler brake system, electrical and components system, cooling system etc. 	ASC/N1420 PC2 KU1, KU2, KU3, KU7, KU9, KU10, KU11	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo two wheeler vehicle	T:8:00
		Tools and measuring instruments required	<ul style="list-style-type: none"> List tools and measuring instruments required Demonstrate use of tools and measuring instruments required 	ASC/N1420 PC7, PC8, PC19, PC20 KU6, KU13	<ul style="list-style-type: none"> Classroom lecture Demonstration 	All tools and measuring instruments	T:8:00
		Practice use of tools and measuring instruments	<ul style="list-style-type: none"> Practice use of tools and measuring instruments required 	ASC/N1420 PC7	<ul style="list-style-type: none"> Demonstration Activity 	All tools and measuring instruments	P:8:00
		Servicing and repairing of two wheeler vehicle	<ul style="list-style-type: none"> Identify fault and servicing requirements in a two wheeler through job card Show how to read job card and service checklist to identify servicing requirements 	ASC/N1420 PC1, PC5, PC6 KU5, KU18 GS1, GS2, GS5	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo vehicle, sample job card	T:8:00
		Test drive of vehicle	<ul style="list-style-type: none"> Identify fault and servicing requirements in a two wheeler through test drive Practice identification of faults through test drive 	ASC/N1420 PC1, PC5, PC6 KU5, KU18 GS1, GS2, GS5	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo vehicle, sample job card	T:4:00 P:4:00
		Engine and its sub-systems	<ul style="list-style-type: none"> List various sub-systems of a two wheeler engine. Describe functioning of engine and its sub-systems 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:5:00 P:3:00
		Fuel system	<ul style="list-style-type: none"> List various parts of fuel system. Describe functioning of fuel system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:5:00 P:3:00
		Servicing and repairing of fuel system	<ul style="list-style-type: none"> Identify faults and servicing requirements in fuel system Demonstrate servicing and repairing of fuel system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:3:00 P:5:00
		Ignition and exhaust system	<ul style="list-style-type: none"> List various parts of ignition and exhaust system. Describe functioning of ignition and exhaust system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:5:00 P:3:00
		Servicing and repairing of ignition and exhaust system	<ul style="list-style-type: none"> Identify faults and servicing requirements in ignition and exhaust system Demonstrate servicing and repairing of ignition and exhaust system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:3:00 P:5:00
		Engine evaporative emission control system	<ul style="list-style-type: none"> List various parts of EVAP system. Describe functioning of EVAP system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:5:00 P:3:00
		Servicing and repairing of EVAP system	<ul style="list-style-type: none"> Identify faults and servicing requirements in EVAP system Demonstrate servicing and repairing of EVAP system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	T:3:00 P:5:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
		Cooling and lubrication system	<ul style="list-style-type: none"> List various parts of ignition and exhaust system. Describe functioning of ignition and exhaust system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	
		Servicing and repairing of cooling and lubrication system	<ul style="list-style-type: none"> Identify faults and servicing requirements in cooling and lubrication system Demonstrate servicing and repairing of cooling and lubrication system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems	
		Trouble shooting and repairing of engine	<ul style="list-style-type: none"> Demonstrate trouble shooting and repairing of engine Practice trouble shooting and repairing of engine 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17 GS3, GS4, GS6, GS7	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools	T:3:00 P:5:00
		Testing and setting of engine	<ul style="list-style-type: none"> Demonstrate testing and setting of engine Practice testing and setting of engine 	ASC/N1420 PC9, PC10, PC11, PC12, PC13, PC14, PC15 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools	T:3:00 P:5:00
		Repairing and maintenance of engine	<ul style="list-style-type: none"> Demonstrate repairing and maintenance of engine Practice repairing and maintenance of engine 	ASC/N1420 PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools	T:3:00 P:5:00
		Practice testing, setting, repairing and maintenance of engine	<ul style="list-style-type: none"> Practice testing and setting of engine Practice repairing and maintenance of engine 	ASC/N1420 PC14, PC15, PC16, PC17, PC18	<ul style="list-style-type: none"> Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools	P:8:00
		Servicing of engine components - 1	<ul style="list-style-type: none"> Demonstrate cleaning and replacement of air filter Demonstrate cleaning of fuel cock sediment bowl, carburetor, silencer and tail pipe 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12 KU4, KU8, KU12, KU14	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems, inspection and repairing tools, engine oil	T:4:00 P:4:00
		Servicing of engine components - 2	<ul style="list-style-type: none"> Demonstrate purge valve problems testing process Show how to check engine oil pressure and replace it 	ASC/N1420 PC13, PC14, PC15, PC16, PC17, PC18 KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo engine and its sub-systems, inspection and repairing tools, engine oil	T:4:00 P:4:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
		Practice servicing of engine components - 1	<ul style="list-style-type: none"> Practice troubleshooting and repairing of engine Practice cleaning and replacement of air filter Practice cleaning of fuel cock sediment bowl, carburettor, silencer and tail pipe 	ASC/N1420 PC9, PC10, PC11, PC12 KU4, KU8, KU12, KU14	<ul style="list-style-type: none"> Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools, engine oil	P:8:00
		Practice servicing of engine components - 2	<ul style="list-style-type: none"> Practice troubleshooting and repairing of engine Practice purge valve problems testing process Practice how to check engine oil pressure and replace it 	ASC/N1420 PC13, PC14, PC15, PC16, PC17, PC18 KU15, KU16, KU17	<ul style="list-style-type: none"> Demonstration Activity 	Demo engine and its sub-systems, inspection and repairing tools, engine oil	P:8:00
		Transmission system and its components	<ul style="list-style-type: none"> List various components of a two wheeler transmission system. Describe functioning of transmission system and its components 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo transmission system and its components, inspection and repairing tools	T:5:00 P:3:00
		Servicing and repairing of transmission system components	<ul style="list-style-type: none"> Demonstrate troubleshooting and repairing of transmission system and its components Demonstrate servicing and repairing of clutch assembly, gear box and drive shaft 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo transmission system and its components, inspection and repairing tools	T:4:00 P:4:00
		Practice servicing and repairing of transmission system components	<ul style="list-style-type: none"> Practice troubleshooting and repairing of transmission system and its components Practice servicing and repairing of clutch assembly, gear box and drive shaft 	ASC/N1420 PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Demonstration Activity 	Demo transmission system and its components, inspection and repairing tools	P:8:00
		Servicing and repairing of wheel and tyre	<ul style="list-style-type: none"> List different types of tyre Demonstrate servicing and repairing of tyre Practice servicing and repairing of tyre 	ASC/N1420 PC2, PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Wheels and tyres, inspection and repairing tools	T:3:00 P:5:00
		Suspension system	<ul style="list-style-type: none"> Describe functioning of suspension system Demonstrate functioning of suspension system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00
		Servicing and repairing of suspension system	<ul style="list-style-type: none"> Identify faults and servicing requirements in suspension system Demonstrate servicing and repairing of suspension system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
		Practice servicing and repairing of suspension system	<ul style="list-style-type: none"> Practice servicing and repairing of suspension system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Demonstration Activity 	Demo chassis, suspension and steering system	P:8:00
		Chassis	<ul style="list-style-type: none"> Describe functioning of suspension system Demonstrate functioning of suspension system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00
		Servicing and repairing of chassis	<ul style="list-style-type: none"> Identify faults and servicing requirements in chassis Demonstrate servicing and repairing of chassis 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00
		Practice servicing and repairing of chassis	<ul style="list-style-type: none"> Practice servicing and repairing of chassis 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Demonstration Activity 	Demo chassis, suspension and steering system	P:8:00
		Steering system	<ul style="list-style-type: none"> Describe functioning of steering system Demonstrate functioning of steering system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00
		Servicing and repairing of steering system	<ul style="list-style-type: none"> Identify faults and servicing requirements in steering system Demonstrate servicing and repairing of steering system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo chassis, suspension and steering system	T:5:00 P:3:00
		Practice servicing and repairing of steering system	<ul style="list-style-type: none"> Practice servicing and repairing of steering system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Demonstration Activity 	Demo chassis, suspension and steering system	P:8:00
		Brake system	<ul style="list-style-type: none"> Describe functioning of brake and brake system List different types of brakes Demonstrate functioning of brake and brake system 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo brakes, inspection and repairing tools	T:5:00 P:3:00
		Servicing and repairing of brake system	<ul style="list-style-type: none"> Identify faults and servicing requirements in braking system Demonstrate servicing and repairing of brake and braking system Show how to change the brake fluid 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Demo brakes, inspection and repairing tools, brake fluid	T:4:00 P:4:00
		Practice servicing and repairing of brake system	<ul style="list-style-type: none"> Practice servicing and repairing of brake and braking system Practice how to change the brake fluid 	ASC/N1420 PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Demonstration Activity 	Demo brakes, inspection and repairing tools, brake fluid	P:8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
		Electrical components of vehicle	<ul style="list-style-type: none"> Describe basic fundamental terms of electricity. Identify various electrical components of vehicle Demonstrate functioning of electrical components of vehicle 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Electrical components of two wheeler	T:5:00 P:3:00
		Electronic components of vehicle	<ul style="list-style-type: none"> Identify various electronic components of vehicle Demonstrate functioning of electronic components of vehicle 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Electronic components of two wheeler	T:5:00 P:3:00
		Servicing and repairing of electrical and electronic components of vehicle	<ul style="list-style-type: none"> Identify faults and servicing requirements in electrical and electronic components Demonstrate servicing and repairing of electrical and electronic components 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Electrical and electronic components of two wheeler	T:5:00 P:3:00
		Servicing and repairing of electrical and electronic components of vehicle	<ul style="list-style-type: none"> Identify faults and servicing requirements in electrical and electronic components Practice servicing and repairing of electrical and electronic components 	ASC/N1420 PC2 KU9	<ul style="list-style-type: none"> Demonstration Activity 	Electrical and electronic components of two wheeler	P:8:00
		Servicing and repairing of battery - 1	<ul style="list-style-type: none"> Identify faults and servicing requirements in battery Demonstrate servicing and repairing of battery 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Battery, battery charger, inspection and repairing tools	T:4:00 P:4:00
		Servicing and repairing of battery - 2	<ul style="list-style-type: none"> Demonstrate battery charging process Demonstrate how to check fuse for any fault and replace it Demonstrate how to check & replace speedometer cable 	ASC/N1420 PC3, PC4, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18 KU4, KU8, KU12, KU14, KU15, KU16, KU17	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Battery, battery charger, inspection and repairing tools	T:4:00 P:4:00
		Practice servicing and repairing of battery	<ul style="list-style-type: none"> Practice servicing and repairing of battery Practice how to charge battery Practice how to check fuse for any fault and replace it Practice how to check & replace speedometer cable 	ASC/N1420 PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18	<ul style="list-style-type: none"> Demonstration Activity 	Battery, battery charger, inspection and repairing tools	P:8:00

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Two Wheeler Service Technician	
Job Role	Two Wheeler Service Technician
Qualification Pack	ASC/Q1411, v2.0
Sector Skill Council	Automotive

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
5	In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack
7	Recommended Pass % - 70

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS 1: Organize work and resources (Service) (ASC/N9801)				
Maintain safe and secure working environment	8	4	-	3
PC1. organise work as per organisation's current health, safety and security policies and procedures	-	2	-	1
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	3	1	-	-
PC3. identify the risks and hazards associated with work activities, their causes and prevention	5	1	-	2
Perform work as per quality standards	12	8	-	6
PC4. ensure work area is clean and tidy	4	2	-	-
PC5. ensure that work is accomplished as per the requirements within the specified timeline	6	4	-	2
PC6. ensure team goals are given preference over individual goals	2	2	-	4
Health and hygiene	12	8	-	5
PC7. sanitize workstation and equipment regularly	2	2	-	2
PC8. clean hands with soap, alcohol-based sanitizer regularly	2	1	-	-
PC9. avoid contact with ill people and self-isolate in a similar situation	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. wear and dispose PPEs regularly and appropriately	2	2	-	1
PC11. report advanced hygiene and sanitation issues to appropriate authority	2	2	-	2
PC12. follow stress and anxiety management techniques	2	-	-	-
Material/energy conservation practices	10	4	-	3
PC13. identify ways to optimise usage of material in various tasks/ activities/ processes	2	-	-	1
PC14. use resources, including water, in a responsible manner	2	-	-	-
PC15. check for spills/leakages in various tasks/activities/processes	-	1	-	-
PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify	-	1	-	1
PC17. carry out routine cleaning of tools, machines and equipment	2	-	-	-
PC18. check if the equipment/ machine is functioning normally before commencing work and rectify wherever required	-	1	-	1
PC19. report malfunctioning (fumes/sparks/ emission/ vibration/noise) and lapse in maintenance of equipment	2	1	-	-
PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use	2	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Effective waste management practices	8	6	-	3
PC21. identify recyclable and non-recyclable, and hazardous waste generated	2	-	-	1
PC22. segregate waste into different categories	-	2	-	-
PC23. dispose non-recyclable waste appropriately	2	2	-	1
PC24. deposit recyclable and reusable material at identified location	2	1	-	-
PC25. follow processes specified for disposal of hazardous waste	2	1	-	1
NOS Total	50	30	-	20
NOS 2: Interact effectively with colleagues, customers and others (ASC/N9802)				
Communicate effectively with colleagues, customers and others	36	11	-	14
PC1. maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written	8	-	-	4
PC2. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity	8	-	-	-
PC3. work in a way that shows respect for colleagues and others	7	4	-	3
PC4. follow the organisation's policies and procedures while working in a team	7	4	-	3

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC5. respect personal space of colleagues and customers	6	3	-	4
Interact with supervisor or superior	14	19	-	6
PC6. identify work requirements by receiving instructions from reporting supervisor	7	4	-	-
PC7. escalate problems to supervisors that cannot be handled including repairs and maintenance of machine	-	5	-	3
PC8. report the completed work	7	5	-	-
PC9. rectify errors as per feedback	-	5	-	3
NOS Total	50	30	-	20
NOS 3: Perform routine servicing and minor repairs (ASC/N1420)				
Prepare for routine service, maintenance and minor repairs	12	20	-	7
PC1. review the job card and understand the work to be carried out	2	2	-	-
PC2. identify the auto component manufacturer specifications related to various components/ aggregates in the vehicle	2	3	-	1
PC3. inspect the components requiring replacement due to continuous wear and tear such as chain and chain sprocket, clutch cable, brake linings and pads etc.	-	5	-	1
PC4. inspect the machining/repair done by outside source/local machining garages	-	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC5. test ride the two wheeler vehicle to assess the requirement of calibration, other adjustments and repairs if any, in the electrical/mechanical aggregates	2	2	-	-
PC6. use checklist for confirming routine servicing tasks and coordinate with superior for non-routine service or repair, if any	2	2	-	2
PC7. collect workshop tools/ equipment, spare parts and appropriate grade of lubricants, oils and grease required for the job	2	2	-	2
PC8. report the malfunctions if any, in the tools/equipment to the person concerned for rectification	2	2	-	-
Perform routine service, maintenance and minor repairs	10	21	-	9
PC9. take precautions to avoid damage to the vehicle and its components while working on various aggregates	2	2	-	-
PC10. check lubricants/fluids level and refill/top-up if required,	2	2	-	1
PC11. use relevant computer based applications to find faults in the electronic system of engine, brake and other aggregates	2	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check for any repair requirements observed in the components/aggregates and systems (such as engine, gearbox etc.) while repairing/overhauling of braking or suspension systems and report the same to supervisor/service advisor for further inspection by other specialists	-	3	-	2
PC13. remove, replace, and repair relevant parts in various aggregate of the vehicle as per OEM Standard Operating Procedure	2	5	-	3
PC14. clean and condition dismantled parts/components, prior to reassembly	-	3	-	1
PC15. ensure completeness of tasks assigned before releasing the vehicle for the next procedure	-	2	-	-
PC16. maintain the documentation related to inspection, servicing, maintenance and repair of the vehicle	2	2	-	1
Perform post service/repair activities	8	9	-	4
PC17. check the performance of vehicle/aggregate post repair and report to supervisor/service advisor if further inspection is required by another specialist	2	2	-	-
PC18. dispose off materials such as waste oil, scrap of failed parts/aggregates, as per organization's policies	2	3	-	2



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