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SCPwD
Skill Council for Persons with Disability

Facilitator Guide



Sector
IT-ITeS

Sub-Sector
Business Process Management

Occupation
Customer Relationship Management

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NSQF Level 4

Domestic Biometric Data Operator

for Locomotor Disability

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Note: SCPwD

SCPwD has borrowed the qualification of Biometric Data Entry Operator from IT-Ites which is approved by NCVET in the 22nd meeting of NSQC on 25th August 2022 (Link of MOM <https://ncvet.gov.in/sites/default/files/MoM%2022nd%20NSQC%20held%20on%2025%20August%202022.pdf> And uploaded on NQR WWW.nqr.gov.in The book caters to the job role aligned to the following disabilities as per the NQR codes mentioned below.
For LD- 2022/PWD/SCPWD/06391





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. ”

Acknowledgment

The Indian IT-BPM industry has built its reputation in the global arena on several differentiators, chief among them being the availability of quality manpower. Organizations across the world recognize the value India brings to every engagement with its vast and readily available pool of IT professionals. Global entities have found it extremely effective to leverage this critical resource as a way to realize competitive edge.

In order to capitalize on the same, it is crucial to develop and be prepared with a pool of skilled talent that surpasses global standards. It is to this end that the IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM) has been mandated with the objective of facilitating the creation of such a workforce, by building employment related standards for the IT-BPM industry as well as to keep track of changing scenario of talent demand and supply in the industry.

Courseware development is one of the several efforts by which SSC NASSCOM aims to develop ready to- deploy talent for the IT-BPM Industry. This Student Handbook is designed to support students undertaking training for the CRM Domestic Non Voice job role. It is aimed at equipping learners with the required competencies at the entry level within the larger occupation of Customer Relationship Management in the BPM sub-sector of the industry. In addition to the core knowledge and skills pertinent to the job role, the handbook acts as a guide for professional and employability skills. We extend our thanks to Wipro, Genpact, and Tata Communication for producing this course publication.

October - 2016

CEO
IT-ITeS

About this Guide

India is the world's largest sourcing destination for Information Technology industry. This position has enabled major transformations in the Indian economy, which has changed India's place in the global market. Apart from being the hub for many innovation centres of global IT firms, India also provides the most cost-effective IT solutions to the world. These changes have created a need for introducing courses for engineering and computer science in the education field.

Apart from introducing IT-related modules and courses at the school level, there is also a growing demand for specialized courses and training programme to train individuals for various job roles in this sector. This Facilitator Handbook is an initiative in that direction. It consists of a wide variety of topics and units ranging from domain knowledge to professional skills like communication skills, grooming skills, etc. This book aims to achieve holistic development of the participant while ensuring they receive the requisite domain knowledge to perform their jobs efficiently.

This Facilitator Handbook has been developed by using the Domestic Bio-Metric data operator released by SSC IT-ITeS NASSCOM. It covers the following broad topics:

- Performing biometric data entry and processing.
- Maintaining a healthy, safe, and secure working environment.

We hope that this book helps you to achieve your dream and become a part of one the fastest-growing sectors in India and the world.

This book is designed considering the lower educational background of the construction worker. Therefore, special efforts have been made to explain the concept required for the job mostly through photos and illustrations.

Units and symbols used in the book have been listed below.

Symbols Used

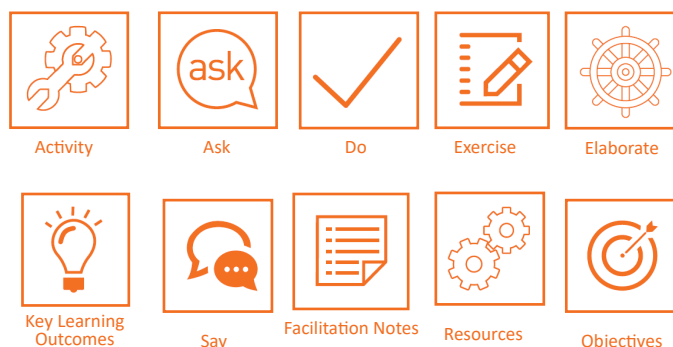


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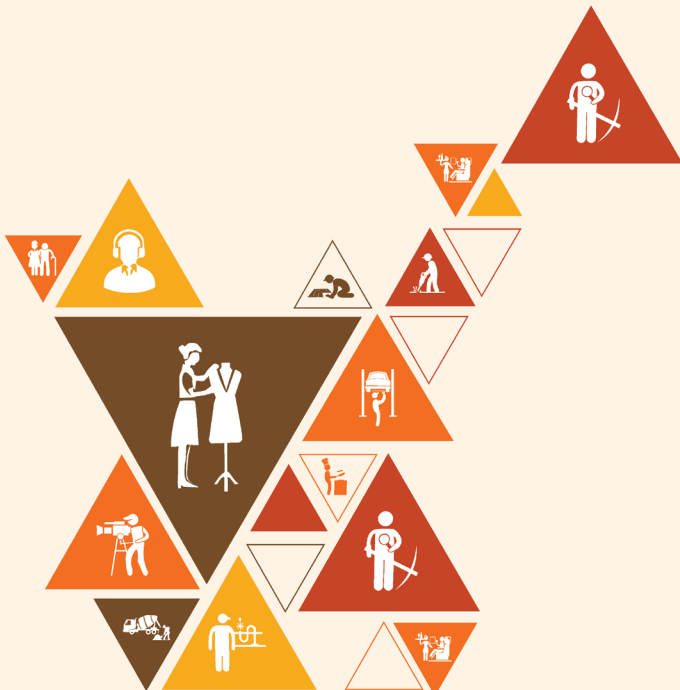
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1. Introduction

Unit 1.1 – Introduction to IT-ITeS Sector



Key Learning Outcomes

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

1. Explain the role and importance of the biometric Operator in supporting business operations.
2. Describe the limits of your role and responsibilities in relation to biometric data capture and encoding.
3. Discuss organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work.
4. Discuss instructions, guidelines, procedures, rules and service level agreements.
5. Perform tasks within the limits of job role.
6. Discuss how to keep up to date with changes, procedures and practices in the job role.
7. Discuss how to keep up to date with changes, procedures and practices in the field of expertise.

UNIT 1.1: Introduction to IT-ITeS Sector

Unit Objectives

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

1. Explain the role and importance of the Biometric Operator in supporting business operations.
2. Describe the limits of your role and responsibilities in relation to biometric data capture and encoding.
3. Discuss organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work.
4. Discuss instructions, guidelines, procedures, rules and service level agreements.
5. Perform tasks within the limits of your job role.
6. Discuss how to keep up to date with changes, procedures and practices in job role.
7. Discuss how to keep up to date with changes, procedures and practices in the field of expertise.

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, PC and duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copy of Handouts.

Do

- Welcome the participants to the program.
- Introduce yourself to the participants by mentioning about yourself and your work experience.
- Before starting this session tell them what they are going to learn from this program.

Ask

- Give the students an overview of the IT-ITeS Sector.
- Give them a brief introduction about ITeS Industry
- Give the students an introduction to the Training Program.

Say

- Information technology (IT) is the application of computers and telecommunications equipment to store, retrieve, transmit or analyse data, often in the context of a business or other enterprise.
- India is one of the fastest-growing IT services markets in the world. It is also the world's largest out sourcing destination. India has the potential to build a US\$ 100 billion software product industry by 2025, according to Indian Software Product Industry Round Table (ISPIRT).
- The IT and ITeS sector has generated large employment in the past and continues to generate large number of jobs every year.
- This training program is developed to impart specific skills to individuals who wish to perform as a Domestic Biometric data Operator the training program is intended for imparting basic skill and knowledge. It is based upon National occupation standards.
- Domestic Biometric Data Operator in the IT-ITeS Industry is also known as Biometric Technician and Biometric Coordinator.

Explain

- What is IT-ITeS Sector?
- What are the major companies of IT in India?
- Explain the role and importance of the biometric operator in supporting business operations.
- Explain the duties of a biometric operator.

Notes for Facilitation

- Read through the participant manual (PM) and summary reports.
- Discuss the practical attributes of Domestic Biometric Data Operator in IT-ITeS sector.
- Provide feedback to the group as a whole as to its performance.
- Help participants to complete all the tasks included in the participant manual.
- Assist 'weaker' participants by rephrasing their arguments for them.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Appreciate students for their participation.

Activity

- Divide the class into three teams.
- Give sufficient time for teams to research on IT-ITeS sector and refer to the text in participant manual related to roles of Biometric Data Operator.
- Facilitate team members to discuss amongst them.
- Ask each team to take their turn and sit in a circle for a discussion on any one from amongst the following topics.
 - » Discuss the job role and responsibility of Biometric Data Operator.
 - » Is It or IteS same or different? Explain with suitable example.
 - » What are the major players in IT-ITeS sector? Give brief introduction and major services they offer.
- Ensure that the other teams listen to any particular discussion and note down the key points. No team should choose the same topic.
- At the end of three rounds of discussion ask each team to suggest other teams' pointers that they may have missed while discussing on their chosen topic.
- The group making maximum suggestions to others should be awarded as winner.

Exercise

1. Name 5 players in the IT sector in India.

Solution: Tata Consultancy Services, Infosys, Tech Mahindra, Wipro, Mindtree, HCL Technologies

2. Name 5 players in the ITeS sector in India.

Solution: HCL Technologies, Tata Consultancy Services, Accenture, Wipro Technologies, Cognizant Technology Solutions

IT means Information Technology and ITES means IT Enables Services. ITES services are the services which do require the aid of IT but not the hardcore IT.

IT companies are those that provide consultancy to the client that are related to the IT infrastructure or processes. As an example, an IT company may develop some application that will be used in a bank. In case of ITES or IT enabled services, the companies provide services using IT. As an example, an online data entry job is an ITES.

3. The Indian Industry can be broadly divided into which of the 3 Sectors?

Solution: IT industry can be broadly classified into three sectors:



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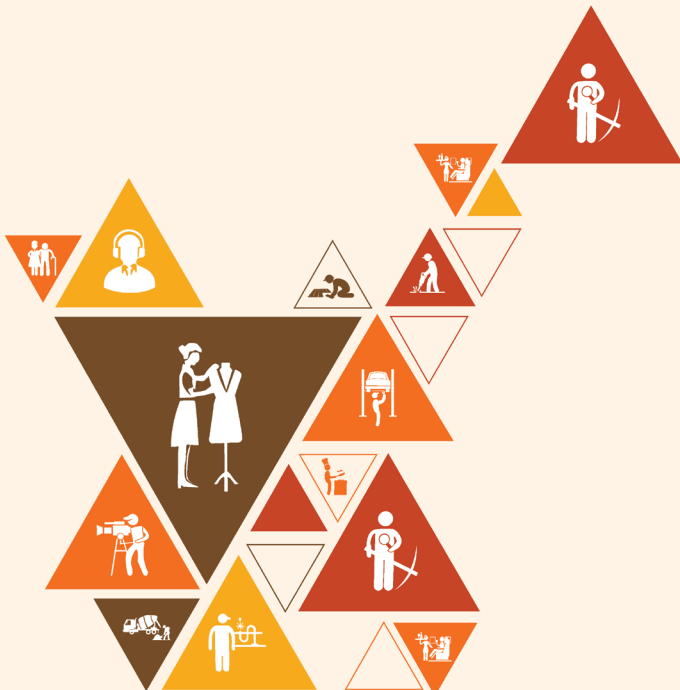
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2. Core/Generic Skills

Unit 2.1 – Introduction to Biometrics



Key Learning Outcomes

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

1. Explain basics of Biometrics.
2. Discuss why Biometrics is gaining importance.
3. Describe real world applications of Biometrics.

UNIT 2.1: Introduction to Biometrics

Unit Objectives

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

1. Explain basics of Biometrics
2. Discuss why Biometrics is gaining importance
3. Describe real world applications of Biometrics.

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, PC and duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual
- Copy of Handouts.

Do

- Greet and welcome the participants to the next unit of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Acknowledge their responses and clear their doubts if any.
- Tell the participants that they are going to learn about Biometrics.

Ask

- Give the students an overview of the unit.
- Ask students about biometric technology.
- Ask students about computer management and maintenance.
- Ask students about language proficiency.

Say

- The Biometric system comprises of Biometric Devices and Non-Biometric Devices. A workstation comprises of both these components.
- Biometrics technology uses automated systems to recognize a person based on behavioural and biological (anatomical and physiological) characteristics. Traditional data capturing mechanisms used for identification of individuals are filled with errors and data duplications. Biometric data represents a biometric characteristic such as image data, behavioural data or sensor data.
- Increasing the biometric technology is finding its way to become the basis for building extremely secure identification and personal verification solutions.
- The photograph of our face is one thing used most commonly to identify us. Your finger prints are unique. The lines on the tips of our fingers are unique and can be photographed and stored for future reference. The iris in your eyes is unique.
- The biometric software is installed on the computer for collecting the demographic and biometrics data. Biometric Devices such as finger print scanner, iris capturing device and digital camera are connected to the computer through the USB port.
- Non-biometric devices are used to enter, read, store, print, scan and photocopy the data. These are Computer, Printer, Storage Devices (CD/DVD/Pen Drive/Portable hard disk, GPS Dongle, Scanner, Photocopier, Universal Serial Bus (USB) Hub, UPS/ Electrical Generator to deal with power related issues.
- A biometric Operator's job is very much customer interfacing or where there is interaction with the customer. Using common greet words will put the customer in a pleasant mood and he or she will be more comfortable through the data capturing process. This can be in English or the native language the operator uses.

Explain

- Explain the reason why biometric is gaining importance.
- Explain the components of computer.
- Which software's are installed in a computer?
- What are the types of scanner?

Activity

- You could ask students to give a number to each of them by counting from 1 and moving to the next one.
- All the students with odd numbers can sit together to form Group "A" and the students with even number would be in Group "B".
- Group A will discuss about biometrics.
- Group "B" would also do the same and would also add new points (if any).
- This exercise would provide a framework for the next unit.

Ask

- Ask participants about the Communication Skills.
- What are the rules of communication?
- Ask participants about the customer management.
- How to deal with customers?

Say

- It is very important that an Operator learn the basic skills of communicating with others in writing. A very common medium of written communication is email.
- Active listening is important part of listening effectively. We were given two ears but only one mouth, because listening is twice as hard as talking.
- It is the process by which information and feelings are shared by people through an exchange of verbal and non-verbal messages.
- 93% of communication is non-verbal or without words. Non-verbal communication forms the bulk of our communication. It is strongly related to verbal communication. It is possible to stop talking but not stop giving non-verbal cues. Only 7% is verbal communication or with words.
- Oral communication skills is one of the most critical components of work performance. How an Operator communicates with his colleagues will establish how smoothly he is able to get his work done.
- An Operator has to handle many types of people in his routine work day. Supervisors, enrolees, technical staff, admin staff, will make multiple demands on his time. He should be able to manage all of them with professional courtesy.
- The operator has to impart information to enrolees and also take information from them. It's very important that the information given, must be received and understood by the Enrolee. If the Operator is able to communicate effectively with the Enrolee, it will result in positive response for biometric identification, a positive word of mouth for the Operator/Enrolment Centre, in capturing quality demographic and biometric data.

Explain

- Explain communication barriers.
- What are the components of being an active listener?
- Explain students about telephone etiquette.
- What are the benefits of a positive attitude?
- How to deal with irate and impatient customer?

Ask

- What are interpersonal skills?
- Ask students about decision making.
- Ask students how to resolve problems?
- How to work in a team?

Say

- The workplace is a place where a lot depends on how one behaves with others. A person with good interpersonal skills is always appreciated more.
- An Operator must use historical data, domain skill and safety guidelines to take appropriate decisions and judgement with regards to safety issues. In critical situation when there is a safety and security lapse, he must ensure that as a priority, the safety of all employees comes first, then its resolution, then evaluation of the breach and then prevention of the breach.
- Problem resolution is about applying specific action to a specific problem. It can be categorised into several types:
 - i. Thinking out of the box solutions to the problems
 - ii. Using contingency time if any built into the project
 - iii. Put in more resources to fix the problem
 - iv. Delaying the deadline
 - v. Ensuring it does not re-occur
- Every person in an organisation is different. But we all work in teams to achieve our goals. In a team every person is different from the other - age, beliefs, opinions, personality, background etc. Still there is one thing that ties all together when one is part of a team – to win.
- An employee who is able to handle his work and deliver on his work requirement with ease and skill is more appreciated. To be able to work independently, the Operator must be confident about his abilities, should have the willingness to learn and be curious and always aim to deliver on the expectations of his superiors.

Activity

- Take a print out of the below given sheet and distribute to all the students
- Ask students to fill it honestly to introspect themselves for the following given questions

APPEARANCE ACTIVITY	
Manners & Grooming Questionnaire	
DIRECTIONS:	For each statement listed below, rate yourself on a scale of 1 to 10 for each of the items. A rating of 10 would indicate that the statement is always true, and a rating of 1 would indicate that it is never true.
_____	1. I always say please and thank you when I ask someone for something.
_____	2. The clothes I wear would never offend another person.
_____	3. If something bad happens to someone I don't like, I tell my friends and laugh about it when that person is not around.
_____	4. I never curse or use offensive language in public places.
_____	5. My hair is clean and well groomed.
_____	6. People who know me would describe me as cheerful and friendly.
_____	7. I always have good posture.
_____	8. When I talk to someone, I look them in the eyes.
_____	9. I keep my fingernails clean and nicely trimmed.
_____	10. I usually become angry and lose my temper when things don't go my way.
_____	11. When other people do something differently from the way I would do it, I avoid being critical of them.
_____	12. I don't bite my fingernails.
_____	13. When I sneeze or cough, I always cover my mouth.
_____	14. My table manners are very good.
_____	15. If someone gives me a gift or does me favor, I send them a thank you note.

Explain

- Explain the important component of giving balanced judgement.
- How to work effectively in a team environment?
- Explain anger management.
- What are the benefits of effective communication with senior citizens?

Ask

- What is time management?
- Ask participants about safety requirements.
- Ask students about good hygiene.
- Importance of being courteous and respectful.

Say

- For effective time management, one must break the day into – big, medium and small task. It's very important to get the big tasks done first as they are the most important and not doing them could cause maximum damage.
- An Operator must on a daily basis ensure the implementation of the organisation's safety policy within his work process. This must be part of his daily routine. He should on a regular basis identify and report all safety breaches to appropriate authorities.
- Nothing is achieved without hard work. Success comprises of 99% perspiration and 1% inspiration. Luck favours the hardworking person. Nothing is achieved without giving a full 100% of your heart and soul to it. Hard work, dedication and the desire to excel are what helps one to do their job well and go up the career ladder
- A Biometric operator will interact with many people in a day. To ensure that he is able to carry out his duties it's important that he maintain a good appearance and personal hygiene at all times. A bad appearance or improperly groomed self, is a major turn off for everyone. And this will negatively impact his ability to do work
- Courtesy means talking to people politely and not being rude. While speaking use phrases like: Namaste, Thank you, Please, Excuse me, I am sorry. The Operator must always be courteous when interacting with his colleagues and Enrolees. No matter what the situation, he must behave with courtesy and respect for the other person.

Explain

- Ask students about the importance of goal setting.
- What is the process of goal setting?
- How to keep good hygiene.
- How to maintain appropriate work environment?

Activity

- Divide the class into teams.
- Give sufficient time for teams to research through various resources including participant manual on Biometric Technology
- Ask them to present their research work in front of class
- Motivate each team to share some "Did you know facts" related to Biometric Technology and its applications
- Ask each group to evaluate other groups, using the rating scale shown, from lowest (1) to highest (5)
- You can either draw the rating scale on board or explain students verbally the criteria to rate the presenter

Speech Can be clearly heard and easily understood, using pauses and inflection to vary pace and tone	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Low-----High
Presence Appears energetic and in control of the presentation, effectively using gestures and movement to enhance concepts	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Low-----High
Interaction Encourages participation, asks questions, and appears receptive to comments or suggestions	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Low-----High
Clarity Presents an organized, clear message, using concrete examples, supported by uncluttered, easy-to-read slides	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Low-----High
Expertise Logically explains and simplifies the content while meeting stated learning objectives	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 Low-----High

Notes for Facilitation

- Summarize the main points and re-emphasize key points made and issues raised during the session.
- Encourage participants to ask questions so that they can clear their doubts (if any) on future job role.
- Answer their queries satisfactorily

Exercise

1. Match the following correctly.

Occasion

- When someone does well in her/his exams
- When someone is preparing for an exam
- Wishing someone for the New Year
- When someone wins a prize
- On someone’s arrival from a different place

Situation Greeting

- Well done!
- All the best for your exams!
- Happy new year!
- Congratulations!
- Welcome!

2. Write an essay on any topic to assess the competency in the language.

- » List out habits that you already have when maintaining personal hygiene.
- » Which habits would you like to develop for your good health?

Do a Role-play of improving telephone handling skills?

- » Do Role-play for improving team work skills
- » Play games revolving teamwork

- Identify one long term goal and how long would you take to achieve it?

A long-term goal is something you want to do in the future. Long-term goals are important for a successful career.

A long-term goal is something you want to accomplish in the future. Long-term goals require time and planning. They are not something you can do this week or even this year. Long-term goals are usually at least several years away.

Sometimes it takes many steps to complete a long-term goal. These smaller steps can be your short-term goals.

For example, your long-term goal might be to complete all of your UPSC exams. This could take several years of going to school and studying. Going to class next month might be a short-term goal. Or passing an important test can be another short-term goal. Achieving these short-term goals helps you reach your long-term goal.

Long-term goals are important for a career. Careers last your whole working life. Long-term goals help you think about the education you will need. Long-term goals help you think about jobs you want in the future. Careers take time and planning. These plans will include your long-term goals.

- Identify two short term goals that would be required to achieve the long term goal mentioned above.

1. Short Term vs. Long-Term Goals

When setting goals, you want to set both short-term and long-term goals. A short-term goal is a goal that is designed to be completed in a short period of time. Typically, short-term goals span a few days or a few weeks and never last longer than six months. Long-term goals span longer periods of time and can take six months or longer to complete.

Why is it important to have a mix of both short-term and long-term goals? As you set and reach short-term goals, you will be more motivated to reach your long-term goals. When you set long-term goals, you have something to motivate you and give you a sense of purpose.

Examples of Short-Term Goals :

Some examples of short-term goals include:

- Losing a few pounds
- Saving a small amount of money
- Getting a good grade on a test
- Joining a school club or sports team
- Picking up a new hobby
- Making a new friend
- Breaking a bad habit, such as biting your nails

Examples of long-term goals include:

- Losing 50 pounds
- Saving up for a new bike or electronic device
- Getting into a specific college
- Getting perfect attendance for the year
- Finding a job in a specific field
- Raising a large amount of money
- Running a 5K

Enabling Goals

Sometimes you have to set short-term goals to help reaching your long-term goals more manageable. These are called enabling goals because they enable you to reach your long-term goal.

1. Match the following

- | | |
|------------|-----------------|
| Storage | stores results |
| Processing | processes data |
| Output | produces output |
| Input | accepts data |

Basics of Hardware Devices

Exercises: Label and classify the following pictures as biometric or non-biometric devices



Scanner



Desktop



Pen-Drive



Printer



Biometric Technology



CD



Double Iris Capturing Device



Scanner



Photocopier



UPS



USB Hub



Electric Generator

Exercise: Rearrange the letters to form words

1. litadigcaram - digital camera
2. Upperoot -
3. Pretinr - Printer
4. Nepvired - Pendrive
5. Rncanes - Scanner
6. Poorhitecop - Photocopier
7. Spu - UPS

Clues:

1. It is used to capture photograph of the face.
2. A machine to which biometric devices are connected.
3. Used for the generation of acknowledgment and consent slip.
4. Example of storage device.
5. Device used to convert printed matter into electronic form.
6. Also called as a Xerox machine.
7. Used to prevent loss of information in a computer in a case of failure of power supply.

- Help participants to complete all the tasks included in the participant manual.
- Trainer may use rotational basis for individuals or in groups to take up different activities, answering the question, etc.
- Allow participants to share and draw from their prior knowledge and experience, and link them to the learning taking place.



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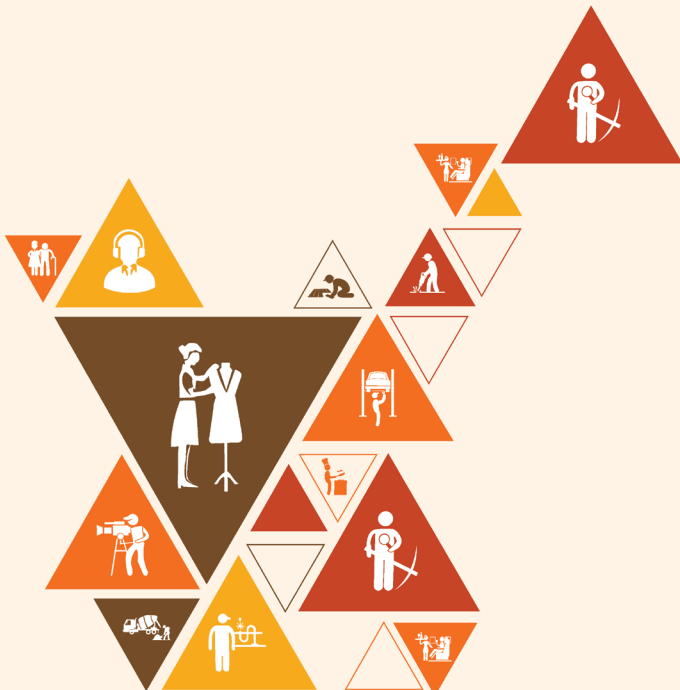
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3. Undertake Biometric Data Entry and Processing

Unit 3.1 – Fundamentals of Biometric Technology



SSC/N3023

Key Learning Outcomes

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

1. Explain basics of Biometrics.
2. Discuss why Biometrics is gaining importance.
3. Describe real world applications of Biometrics.

UNIT 3.1: Fundamentals of Biometric Technology

Unit Objectives

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

1. Explain basics of Biometrics.
2. Discuss why Biometrics is gaining importance.
3. Describe real world applications of Biometrics.

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, PC and duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copy of Handouts.

Do

- Greet and welcome the participants to the next unit of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Acknowledge their responses and clear their doubts if any.
- Tell the participants that they are going to learn about Biometric Technology.

Ask

- Give the students an overview of the unit.
- Ask participants about the fundamentals of Biometric Technology.
- Ask participants about the biometric and sensor technologies with a focus on facial recognition.
- Ask participants about the biometric and sensor technologies with a focus on fingerprint recognition.
- What are iris capturing devices?

Say

- Biometric technology captures an individual's physical and chemical attribute and links the individual's identity to these attributes. A biometric system should be able to
 - i. Capture a biometric sample from an end user
 - ii. Extract biometric data from that sample
 - iii. Compare the biometric data with that contained in one or more reference templates
 - iv. Decide how well they match
 - v. Indicating whether or not an identification or verification of identify has been achieved.
- A very common method of identification are photographs of face. A facial photograph is also widely accepted as a source of biometric data. A Digital camera is used to capture facial photograph in a digital format It does not use any film to store it. Instead it has an electronic memory device to store the picture. Another feature of digital camera is – it can display images immediately after capturing them.
- A fingerprint is an impression of the friction ridges found on the inner surface of a finger or a thumb. The science of fingerprint recognition constitutes an accurate means of positive identification known to humans. With the fingerprint recognition technology, people need not type their passwords but instead, only a finger's touch provides instant access. Fingerprint systems are commonly used for identity management and verifying identity as in biometric attendance solutions.
- Iris Capturing Device scans the intricate patterns in the iris and produces a digital image. Most of the modern Iris Capturing Devices use infrared light, which is not visible to the human eye, to illuminate the iris without causing any harm to the eyes.

Explain

- How biometric authentication works?
- Explain the methods of capturing standardized facial images.
- Explain the methods of capturing 10-prints on live scan sensor inkpads.
- What are the silent features of iris recognition system?
- Explain difference between different biometric.
- What is a fingerprint scanner?
- Explain the process of capturing the biometric exceptions in the enrolment client.

Ask

- Ask students how to track processing time for each individual.
- Ask students about the correction process in Enrollee's data.
- Ask students about problem resolution and escalation.
- What is documentation management?

Say

- One of the Key Result Areas for an Operator is how much time it takes to enrol an Enrolee/ Enrolee. The Operator needs to balance speed of entering data with the quality of information that is fed into the system. At no instance can speed be more important than quality.
- After capturing all mandatory/required data, the Operator should ask the Enrolee to observe and verify the recorded data and confirm that all details that have been captured are correct.
- For correction in any of the data of an Enrolee, the Operator must use Correction menu on software client. In case of Aadhar the Enrolee data can be corrected within 96 hours of the Enrolee's enrolment and in the presence of the Enrolee.
- The Operator should be well versed with the enrolment process. A thorough knowledge of the process, software and data to be captured will enable him to answer queries from enrolees. During data capture, the Operator may help the individual with the process. Some enrolees would be scared of the iris scanner, or some people would not be able to give a proper print as their knuckles would be hardened and they won't be able to bend their fingers. Issues like this can be handled by the Operator on his own. Provided he has gone through the training.
- The Enrolment Agencies are expected to collect Hard Copies/Scan documents, consent and enrolment forms from the Enrolees. The enrolment agency must maintain a list of the documents collected and submitted, for the purpose of reconciliation and future reference. The guidelines related to Document Management System have been published by UIDAI.

Activity

- Divide the students in two teams A and B
- Tell each team to create an objective type questionnaire with answers using the participant manual
- Now one by one each team will ask question from the other team.
- Allow each team to take the help of participant guide to find questions
- Define a time-line for every team to complete the activity and duration a participant can use the participant manual to search the answer
- For every right answer give points and every wrong answer deduct a point of the team
- Have a record of each team's performance and team gaining maximum points in shortest time duration, will be announced as a winner
- After the activity, discuss each questions from both the teams and tell them right answers for every question
- You can also award participants from each team with name titles such as, "Player of the team", "Super Intellect", "Most supportive", "Best listener" etc.
- You can ask students to suggest names for the activity, to make it more fun and involve participants.

Explain

- Explain the procedures and standards in biometric systems.
- How to capture demographic and biometric data.
- What are the guidelines for capturing facial image, fingerprint scanning and iris scanning?
- Explain administrative functions.
- How to manage customer support.
- What is data management?

Activity

Ask participants to research on the challenges that might occur using biometric technology and discuss in class some troubleshooting tips.

Exercise

1. In Figure XY, the Enrollee sits at 90 Degree angle to the Operator.
2. Why is there an extra light bulb suspended above the Enrollee?

Solution: To avoid any shadow or reflection on the Enrollee's face and eyes.

3. Why should the Enrollee have a monitor as well?

Solution: To process the data.

4. If a person has an eye patch on his eye, should the Operator take the picture?

Solution: If the the Enrolee has one or both eyes missing or there is a bandage or eye patch across one or both eyes or the eyes has any deformity or disease, the same should be recorded in the system.

5. Every individual's fingertip has a pattern that are unique to him or her.
6. What are the limitations of fingerprint data for biometric

Solution:

- A person's fingerprints can change as he or she ages.
 - If there is extraneous matter like oil, dust, mud, dirt or if there are cuts and wounds on the finger, the data collected may not be accurate.
7. The flat glass surface on the scanner is called Platen
 8. When placing the fingers on the scanner, it is OK if the fingers are bent – False
 9. If the Enrollee is a __Female__, the Operator should ask her if she would like a female volunteer.
 10. If the Enrollee has 12 fingers, the Operator must scan how many fingers?
 - a) 5 fingers
 - b) 10 main fingers**
 - c) All 12 fingers

11. Finger prints are captured in the following sequence:

Solution:

First - Four fingers of left hand

Second - Four fingers of left hand, right hand

Third - Two thumbs

12. To capture the iris pattern properly, the Operator must throw bright light onto the eyes of the Enrollee. False

13. Can the iris pattern be captured in a blind eye?

Solution:

a) Yes

b) Sometimes, it's possible

c) Never

14. Iris patterns remain **always available proof** over a person's lifetime

15. Iris is the colored ring around the - **pupil**.

16. Biometric Data to be captured?

Solution:

- Facial patterns
- Fingerprints
- Iris patterns

17. Finger prints are captured in the following sequence:

Solution:

First - Four fingers of left hand

Second - Four fingers of left hand, right hand

Third - Two thumbs

- The following biometric devices will be used to capture biometrics of the Enrolees.
 - » **Digital Camera:** It is used for capturing Facial Image
 - » **Iris capturing Device:** It is used for capturing the Iris.
 - » **Slap Fingerprint Scanner:** It is used for capturing the fingerprints of all the ten fingers
- The following biometric devices will be used to capture biometrics of the Enrolees.
 - » **Digital Camera:** It is used for capturing Facial Image
 - » **Iris capturing Device:** It is used for capturing the Iris.
 - » **Slap Fingerprint Scanner:** It is used for capturing the fingerprints of all the ten fingers.
- Collect and enter data from hand-written applications of individuals into a customized computer program.
- Collect and enter valid demographic data of individuals including proof of address, identity proof, etc.
- As mentioned previously, capture all demographic data including proof of identity, proof of address, proof of relationship, proof of birth etc from verified enrolment forms only. If data is pulled from an enrolment id, ensure that the data belongs to the enrollee by reconfirming with the enrollee.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Tell participants to complete the questions at the end of the unit.
- Ensure that every participant answer all the questions.



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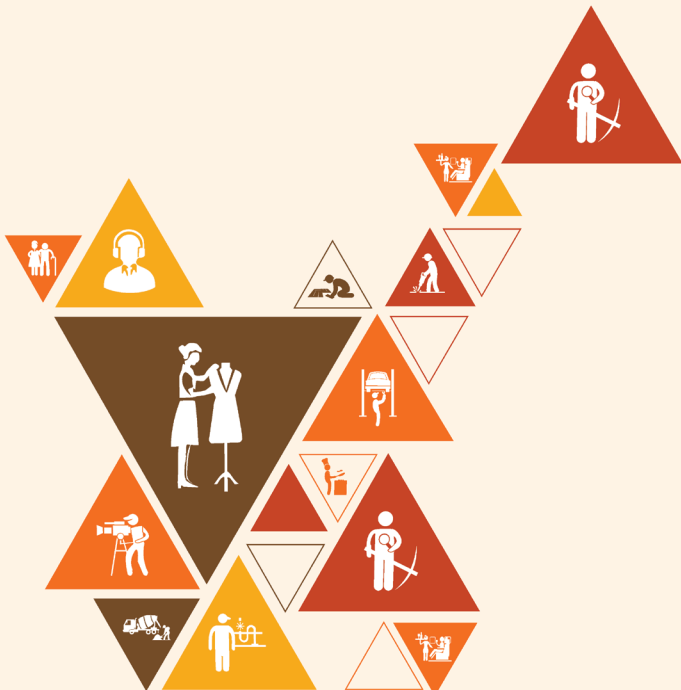
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4. Self and Work Management

Unit 4.1 – Know your work requirements



SSC/N9001

Key Learning Outcomes

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

1. Discuss objectives and work requirements.
2. Establish and agree work requirements with appropriate people.

UNIT 4.1: Know Your Work Requirements

Unit Objectives

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

1. Discuss objectives and work requirements.
2. Establish and agree your work requirements with appropriate people.

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, PC and duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copy of Handouts.

Do

- Greet and welcome the participants to the next unit of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Acknowledge their responses and clear their doubts if any.
- Tell the participants that they are going to learn about the work requirements.

Ask

- Give participants an overview of the unit.
- How to know your work requirements.
- Tell students about working in line with appropriate people.
- Ask students how to manage resources to meet work requirements.

Say

- It's very important to ensure that your Key Result Areas or KRA or your deliverables are clearly defined. At the beginning of the day, week, fortnight or month, as per organisational protocol, recheck your deliverables with your Superior so that there is clarity on what work you are expected to do and how you should achieve it.

- An Operator's primary work output is the correct capture of biometric data. He must have detailed knowledge about the processes and methods to be adopted to get the highest quality of the images.
- The Operator should break down the entire work process into smaller processes and classify them in order of priority and urgency.
- The Operator must have clear knowledge on the key deliverable areas as defined by his supervisor and organisational hierarchy.
- The Operator must maintain detailed records of the work. The records can give the Supervisor a realistic assessment of the work being done and the issues faced.
- To ensure that work productivity is maintained, the Operator should always ensure that he or she has the right resources needed to carry out the enrolment process.

Explain

- Explain how to work in line with organization's policies and procedures.
- Explain things that impact resource availability.
- How to maintain cleanliness in work area?
- What is the purpose of keeping others updated with the progress of your work?

Exercise

1. Write down some measures for respecting the workplace resources.

Solution:

- Avoid eating at your desk.
 - Ensure that the floor of the centre is always kept clean.
 - Make enough storage compartments around your work station so that all the unused material, papers, electronic items and equipment's can be kept here.
 - Ensure that the passages, work ways etc. are free from any obstacles.
2. List down your activities for a day. Then arrange them on the basis of their priority. Identify what is important and what is not so urgent.
 3. Make a team of four members each. You are the employees of an insurance company and have to sell 100 policies in a week. You have access to company's customer's data. Allocate the task among yourself and decided who will do what to attain the goal.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Tell participants to complete the questions at the end of the unit.
- Ensure that every participant answer all the questions.



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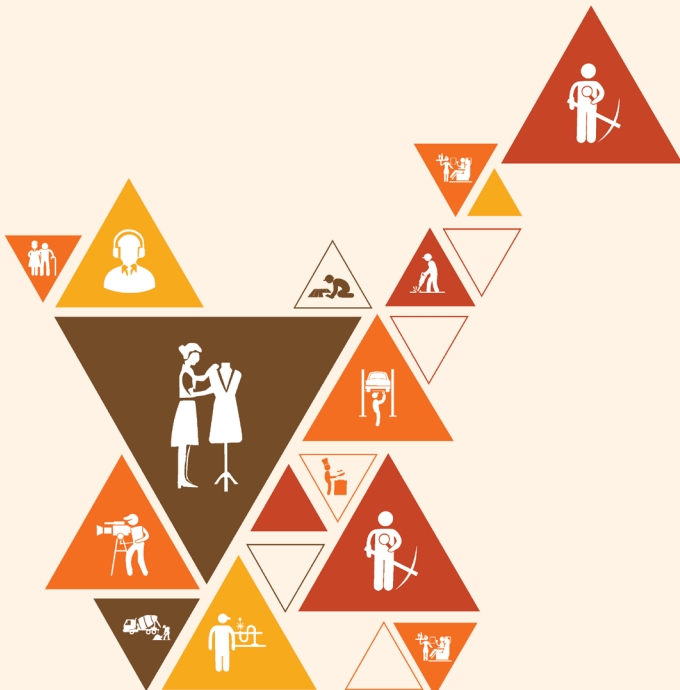
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5. Maintain a Healthy, Safe and Secure Working Environment

Unit 5.1 – Organization's Health, Safety and Security Policies



SSC/N9003

Key Learning Outcomes

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

1. Explain the legislative requirements and organization's procedures for health, safety and security;
2. Describe your role and responsibilities in relation to this;
3. Discuss emergency procedures for different emergency situations;
4. Explain how to maintain high standards of health, safety and security.

UNIT 5.1: Organization's Health, Safety and Security policies

Unit Objectives

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

1. Explain the legislative requirements and organization's procedures for health, safety and security;
2. Describe your role and responsibilities in relation to this;
3. Discuss emergency procedures for different emergency situations;
4. Explain how to maintain high standards of health, safety and security.

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, PC and duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copy of Handouts.

Do

- Greet and welcome the participants to the next unit of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Acknowledge their responses and clear their doubts if any.
- Tell the participants that they are going to learn about organization's health, safety and security policies.

Ask

- Give participants an overview of the unit and its structure.
- Give participant some knowledge of organization's procedures and policies.
- Ask participants bout hazard management.
- How to maintain safety?

Activity

Take the printout of the following worksheet and distribute it to the class and tell them to fill it without any discussion in the class. Once participants are done with the worksheet, ask them to suggest ways to improve in the areas where less score is assigned and explain areas where highest points are given.

Pre-evaluation

Name: _____

Date: _____

Gender: Male Female

Please circle a number to answer the following questions.

How much do you already know about safety?

The safety laws

1	2	3	4	5
not very much		adequate		a lot

Health and hygiene

1	2	3	4	5
not very much		adequate		a lot

Recognising safety hazards

1	2	3	4	5
not very much		adequate		a lot

Manual handling

1	2	3	4	5
not very much		adequate		a lot

Hazardous substances

1	2	3	4	5
not very much		adequate		a lot

PRE-EVALUATION

Noise problems in the workplace

1	2	3	4	5
not very much		adequate		a lot

Machine and equipment safety

1	2	3	4	5
not very much		adequate		a lot

Personal protective equipment

1	2	3	4	5
not very much		adequate		a lot

Working in confined spaces

1	2	3	4	5
not very much		adequate		a lot

Emergency procedures

1	2	3	4	5
not very much		adequate		a lot

Claims management and rehabilitation

1	2	3	4	5
not very much		adequate		a lot

Say 

- A health policy is a statement written by an employer as a commitment to protecting the employee's health and safety.
- An Operator must be aware of his organisations health and safety rules and regulation. He should get a clear

understanding with relevant documentation on the role and responsibilities in implementation of the health and safety program.

- Compliance with organisations safety policies is the responsibility of every employee. An Operator would be usually trained in compliance related matters by the company appointer specialist or his supervisor.
- A hazard is any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work. Hazards can include objects in the workplace, such as machinery or dangerous chemicals.
- A risk arises when it's possible that a hazard will actually cause harm. The level of risk will depend on factors such as how often the job is done, the number of workers involved and how serious any injuries that result could be.
- The Operator must have thorough knowledge of the potential breaches or lapses that happen with regards safety.
 - i. Wiring
 - ii. Fuel
 - iii. Local





Explain






- How to manage compliance?
- What does an organization's emergency procedures should include?
- How to summon medical assistance and the emergency services, where necessary?
- Explain the norms and services of government agencies in the areas of safety, health and security

Activity 

- Ask the students to make pairs. To complete the following activity.
- Take the printout of the worksheet given in next page and distribute it to the class.
- Give participants enough time to complete the task.
- Once the participants are done with the worksheet, discuss their answers in the class.

▶ WORKPLACE SAFETY HAZARDS AND RISKS

WORKPLACE HAZARD/ ACCIDENT	LOOK! What is the hazard ?	THINK! Can the hazard harm someone?	DO! OHS strategy?
<p>1.</p> 			
<p>2.</p> 			
<p>3.</p> 			
<p>4.</p> 			

<p>WORKPLACE HAZARD/ ACCIDENT</p>	<p>LOOK! What is the hazard ?</p>	<p>THINK! Can the hazard harm someone?</p>	<p>DO! OHS strategy?</p>
<p>5.</p> 			
<p>6.</p> 			
<p>7.</p> 			
<p>8.</p> 			
<p>9.</p> 			

Exercise

1. List some ways of dealing with occupational hazards

Solution:

- Electrical Sparking & Fire - Fire safety equipment should be kept handy
- Injury events – An onsite medical aid tool kit must be present. Minor injuries can be handled within the center. But the individual hurt should be made to consult a doctor. For events like a heart attack, local doctor should be called immediately or ambulance service. If CPR training has been given, then that should be implemented.
- Fires and explosions – Fire extinguisher should always be in a working condition. The centre must be evacuated immediately.
- Irrate and Angry Enrollees – Additional volunteers must be deployed when there is a large crowd. In case of severely angry exchanges, a senior employee should try to calm the person down.
- Loss of power – Start the backup power generator which should be kept away from the center.

2. What is emergency evacuation?

Solution: Emergency evacuation is the urgent immediate egress or escape of people away from an area that contains an imminent threat, an ongoing threat or a hazard to lives or property.

Fire is the most common disaster to which an emergency evacuation plan is applied, but such a plan should cover all possible reasons for evacuation including bomb threats, chemical spills, tornadoes or even earthquakes. The emergency evacuation plan strives to create a method by which employees can leave the site quickly and calmly, thereby minimizing the risk of possible injury. Since constant disaster readiness is essential, all employees should be informed, trained and put through evacuation drills in order to ensure that the process will proceed smoothly in the event of a genuine emergency.

3. List the steps to follow in a fire emergency.

Solution:

- In the event of an alarm "RACE":
 - a) R: Remove anyone from immediate danger
 - b) A: Activate the building fire alarm system and call 911
 - c) C: Confine the fire by closing all windows and doors
 - d) E: Evacuate, leave the building/Extinguish the fire, if it can be done safely

4. How to Survive a Building Fire

- Crawl If There's Smoke
- Feel Doors Before Opening
- Go To The Nearest Exit
- Always Use An Exit Stair, Not An Elevator
- Close Doors
- Use a fire extinguisher if the fire is very small and you know how to use it safely
- If you are on fire - Stop, Drop and Roll

- If You Get Trapped
 - » Close the door
 - » Seal cracks
 - » Open the windows if safe
 - » Signal for help and phone 911
 - » Don't jump; the fire department will reach you
- 1. If You are Physically Impaired
 - If you are disabled (even temporarily), you should do the following:
 - » Learn about fire safety
 - » Plan ahead for fire emergencies
 - » Be aware of your own capabilities and limitations
 - Look for "areas of refuge" like stair enclosures or other side of corridor fire doors. Elevators are not safe during fires. Sometimes it may be safer to stay in your room. Follow the advice for being trapped.
 - If there is an immediate threat to safety, ask others near you for assistance. If no help is available, seek refuge in a room with a window or stairway. If possible, call "911" to report your location and receive instructions from the Emergency Operator.
- 2. Tick the correct answer.

Solution:

- Unfortunately a fire broke in your company and everyone is running to the safe area. You were outside the building. Now
 - a) You will run away without informing anyone
 - b) You will go to the safe area too – Correct Answer
 - c) You will wait for someone to call you and tell you about it
 - d) You will stand there watching, because it doesn't impact you
- 3. The names are being called out at the safe area by your TL. You realize one of your friends from another team is still in the building, but your TL doesn't know because he is not from your team. Now
 - a) You will inform your TL– Correct Answer
 - b) You will run into the building like a hero
 - c) You will call your friend and ask him to come out
 - d) You will wait
- 4. What are the different medical emergencies you can come across at work?

Solution: Some of the medical emergencies you may find helpful to review are:

- Burns.
- Bleeding.
- Cardiopulmonary Resuscitation (CPR).
- Chest Problems.

- Choking Rescue Procedure (Heimlich Maneuver).
- Head Injury
- Heart Attack and Unstable Angina.
- Poisoning.
- Seizures
- Shock.
- Stroke

1. What is the first aid for asthma?

Solution: Administer first aid.

- Basic first aid for an asthma attack, here are the steps to follow:
- Help the person sit in an upright position.
- If the person is wearing tight clothing, especially around the neck, loosen it.
- Help the person use their own inhaler or administer medication, if they have it.
- If they don't, administer an inhaler from a first aid kit.

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Tell participants to complete the questions at the end of the unit.
- Ensure that every participant answer all the questions.



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6. Employability and Entrepreneurship Skills

Unit 6.1 – Personal Strengths & Value Systems

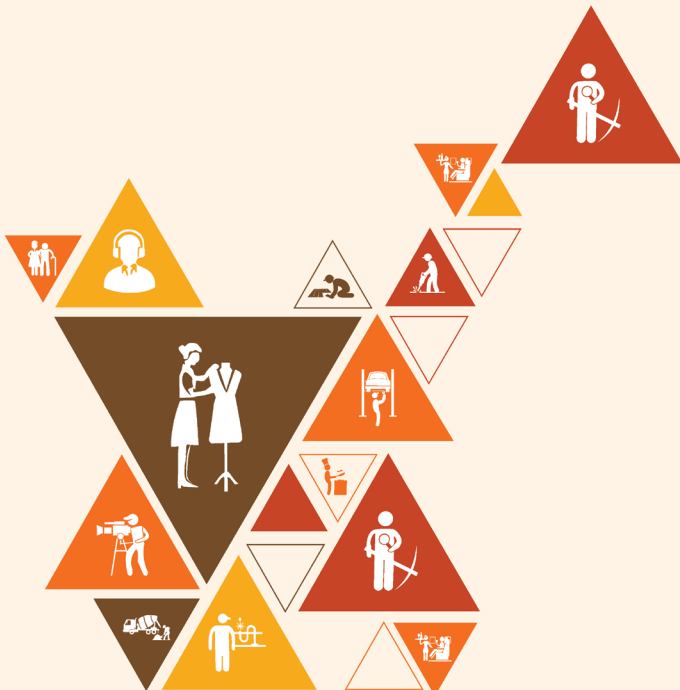
Unit 6.2 – Digital Literacy: A Recap

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

By the end of this module, the trainers 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 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. 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 basic computer terminology
36. Recall the functions of basic computer keys
37. Discuss the main applications of MS Office
38. Discuss the benefits of Microsoft Outlook
39. Discuss the different types of e-commerce
40. List the benefits of e-commerce for retailers and customers
41. Discuss how the Digital India campaign will help boost e-commerce in India
42. Explain how you will sell a product or service on an e-commerce platform
43. Discuss the importance of saving money
44. Discuss the benefits of saving money
45. Discuss the main types of bank accounts
46. Describe the process of opening a bank account
47. Differentiate between fixed and variable costs
48. Describe the main types of investment options
49. Describe the different types of insurance products
50. Describe the different types of taxes
51. Discuss the uses of online banking
52. Discuss the main types of electronic funds transfers
53. Discuss the steps to prepare for an interview
54. Discuss the steps to create an effective Resume
55. Discuss the most frequently asked interview questions
56. Discuss how to answer the most frequently asked interview questions
57. Discuss basic workplace terminology
58. Discuss the concept of entrepreneurship
59. Discuss the importance of entrepreneurship
60. Describe the characteristics of an entrepreneur
61. Describe the different types of enterprises
62. List the qualities of an effective leader
63. Discuss the benefits of effective leadership
64. List the traits of an effective team
65. Discuss the importance of listening effectively
66. Discuss how to listen effectively
67. Discuss the importance of speaking effectively

1. Discuss how to speak effectively
2. Discuss how to solve problems
3. List important problem solving traits
4. Discuss ways to assess problem solving skills
5. Discuss the importance of negotiation
6. Discuss how to negotiate
7. Discuss how to identify new business opportunities
8. Discuss how to identify business opportunities within your business
9. Understand the meaning of entrepreneur
10. Describe the different types of entrepreneurs
11. List the characteristics of entrepreneurs
12. Recall entrepreneur success stories
13. Discuss the entrepreneurial process
14. Describe the entrepreneurship ecosystem
15. Discuss the government's role in the entrepreneurship ecosystem
16. Discuss the current entrepreneurship ecosystem in India
17. Understand the purpose of the Make in India campaign
18. Discuss the relationship between entrepreneurship and risk appetite
19. Discuss the relationship between entrepreneurship and resilience
20. Describe the characteristics of a resilient entrepreneur
21. Discuss how to deal with failure
22. Discuss how market research is carried out
23. Describe the 4 Ps of marketing
24. Discuss the importance of idea generation
25. Recall basic business terminology
26. Discuss the need for CRM
27. Discuss the benefits of CRM
28. Discuss the need for networking
29. Discuss the benefits of networking
30. Understand the importance of setting goals
31. Differentiate between short-term, medium-term and long-term goals
32. Discuss how to write a business plan
33. Explain the financial planning process
34. Discuss ways to manage your risk
35. Describe the procedure and formalities for applying for bank finance

UNIT 6.1: Personal Strengths & Value Systems

Unit Objectives

By the end of this unit, the trainers 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 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. 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
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29. Discuss the causes of stress
30. Discuss the symptoms of stress
31. Discuss tips for stress management

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- Pc with LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Personal Strengths and value systems.

Say

- Tell the participants about the Health, Habits and Hygiene. What is Health? As per the World Health Organization (WHO), health is a “State of complete physical, mental, and social well-being, and not merely the absence of disease or infirmity.”

Elaborate

Explain – This means being healthy does not simply mean not being unhealthy – it also means you need to be at peace emotionally, and feel fit physically. For example, you cannot say you are healthy simply because you do not have any physical ailments like a cold or cough. You also need to think about whether you are feeling calm, relaxed and happy.

Common Health Issues

Some common health issues are:

- Allergies
- Asthma
- Skin Disorders
- Depression and Anxiety
- Diabetes
- Cough, Cold, Sore Throat
- Difficulty Sleeping
- Obesity

Say

- Give participants some tips to prevent health issues.

Elaborate

Explain – Taking measures to prevent ill health is always better than curing a disease or sickness. You can stay healthy by:

- Eating healthy foods like fruits, vegetables and nuts
- Cutting back on unhealthy and sugary foods
- Drinking enough water everyday
- Not smoking or drinking alcohol
- Exercising for at least 30 minutes a day, 4-5 times a week
- Taking vaccinations when required
- Practicing yoga exercises and meditation

How many of these health standards do you follow? Tick the ones that apply to you.

- Get minimum 7-8 hours of sleep every night.
- Avoid checking email first thing in the morning and right before you go to bed at night.
- Don't skip meals – eat regular meals at correct meal times.
- Read a little bit every single day.
- Eat more home cooked food than junk food
- Stand more than you sit.
- Drink a glass of water first thing in the morning and have at least 8 glasses of water through the day.
- Go to the doctor and dentist for regular checkups.
- Exercise for 30 minutes at least 5 days a week.
- Avoid consuming lots of aerated beverages.

Say

- Tell the participants what is hygiene. As per the World Health Organization (WHO), “Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases.” In other words, hygiene means ensuring that you do whatever is required to keep your surroundings clean, so that you reduce the chances of spreading germs and diseases.

Elaborate

Explain – For instance, think about the kitchen in your home. Good hygiene means ensuring that the kitchen is always spick and span, the food is put away, dishes are washed and dustbins are not overflowing with garbage. Doing all this will reduce the chances of attracting pests like rats or cockroaches, and prevent the growth of fungus and other bacteria, which could spread disease.

How many of these health standards do you follow? Tick the ones that apply to you.

- Have a bath or shower every day with soap – and wash your hair with shampoo 2-3 times a week.
- Wear a fresh pair of clean undergarments every day.
- Brush your teeth in the morning and before going to bed.
- Cut your fingernails and toenails regularly.
- Wash your hands with soap after going to the toilet.
- Use an anti-perspirant deodorant on your underarms if you sweat a lot.
- Wash your hands with soap before cooking or eating.
- Stay home when you are sick, so other people don't catch what you have.
- Wash dirty clothes with laundry soap before wearing them again.
- Cover your nose with a tissue/your hand when coughing or sneezing.

See how healthy and hygienic you are, by giving yourself 1 point for every ticked statement! Then take a look at what your score means.

Your Score

- 0-7/20: You need to work a lot harder to stay fit and fine! Make it a point to practice good habits daily and see how much better you feel!
- 7-14/20: Not bad, but there is scope for improvement! Try and add a few more good habits to your daily routine.
- 14-20/20: Great job! Keep up the good work! Your body and mind thank you.

Say

- Tell the participants about the Swachh Bharat Abhiyan. The 'Swachh Bharat Abhiyan' (Clean India Mission) launched by Prime Minister Shri Narendra Modi on 2nd October 2014, believes in doing exactly this. The aim of this mission is to clean the streets and roads of India and raise the overall level of cleanliness. Currently this mission covers 4,041 cities and towns across the country. Millions of our people have taken the pledge for a clean India. You should take the pledge too, and do everything possible to keep our country clean!
- Also tell the participants about the habits.

Elaborate

Explain – A habit is a behaviour that is repeated frequently. All of us have good habits and bad habits. Keep in mind the phrase by John Dryden: “We first make our habits, and then our habits make us.” This is why it is so important that you make good habits a way of life, and consciously avoid practicing bad habits.

Some good habits that you should make part of your daily routine are:

- Always having a positive attitude
- Making exercise a part of your daily routine
- Reading motivational and inspirational stories
- Smiling! Make it a habit to smile as often as possible
- Making time for family and friends
- Going to bed early and waking up early

Some bad habits that you should quit immediately are:

- Skipping breakfast
- Snacking frequently even when you are not hungry
- Eating too much fattening and sugary food
- Smoking, drinking alcohol and doing drugs
- Spending more money than you can afford
- Worrying about unimportant issues
- Staying up late and waking up late

Do

Give participants some safety tips to design a safe workplace. Every employer is obligated to ensure that his workplace follows the highest possible safety protocol. When setting up a business, owners must make it a point to:

- Use ergonomically designed furniture and equipment to avoid stooping and twisting
- Provide mechanical aids to avoid lifting or carrying heavy objects
- Have protective equipment on hand for hazardous jobs
- Designate emergency exits and ensure they are easily accessible
- Set down health codes and ensure they are implemented
- Follow the practice of regular safety inspections in and around the workplace
- Ensure regular building inspections are conducted
- Get expert advice on workplace safety and follow it

Say

- Tell the participants about the Negotiable Employee Safety Habits.

Elaborate

Tell them – Every employer is obligated to ensure that his workplace follows the highest possible safety protocol. When setting up a business, owners must make it a point to:

- Immediately report unsafe conditions to a supervisor
- Recognize and report safety hazards that could lead to slips, trips and falls
- Report all injuries and accidents to a supervisor
- Wear the correct protective equipment when required
- Learn how to correctly use equipment provided for safety purposes
- Be aware of and avoid actions that could endanger other people
- Take rest breaks during the day and some time off from work during the week

Say

- Tell the participants about the Self Analysis. To truly achieve your full potential, you need to take a deep look inside yourself and find out what kind of person you really are. This attempt to understand your personality is known as self-analysis. Assessing yourself in this manner will help you grow, and will also help you to identify areas within yourself that need to be further developed, changed or eliminated.
- Tell the participants about the motivation. Very simply put, motivation is your reason for acting or behaving in a certain manner. It is important to understand that not everyone is motivated by the same desires – people are motivated by many, many different things. We can understand this better by looking at Maslow's Hierarchy of Needs.
- Also tell the participants about the Maslow's Hierarchy of needs.

Elaborate

Tell them – Famous American psychologist Abraham Maslow wanted to understand what motivates people. He believed that people have five types of needs, ranging from very basic needs (called physiological needs) to more important needs that are required for self-growth (called self-actualization needs). Between the physiological and self-actualization needs are three other needs – safety needs, belongingness and love needs, and esteem needs. These needs are usually shown as a pyramid with five levels and are known as Maslow's Hierarchy of Needs.

As you can see from the pyramid, the lowest level depicts the most basic needs. Maslow believed that our behaviour is motivated by our basic needs, until those needs are met. Once they are fulfilled, we move to the next level and are motivated by the next level of needs. Let's understand this better with an example:

“Rupa comes from a very poor family. She never has enough food, water, warmth or rest. According to Maslow, until Rupa is sure that she will get these basic needs, she will not even think about the next level of needs – her safety needs. But, once Rupa is confident that her basic needs will be met, she will move to the next level, and her behaviour will then be motivated by her need for security and safety. Once these new needs are met, Rupa will once again move to the next level, and be motivated by her need for relationships and friends. Once this need is satisfied, Rupa will then focus on the fourth level of needs – her esteem needs, after which she will move up to the fifth and last level of needs – the desire to achieve her full potential.”

Say

- Tell the participants about the Achievements Motivation. We now know that people are motivated by basic, psychological and self-fulfillment needs. However, certain people are also motivated by the achievement of highly challenging accomplishments. This is known as Achievement Motivation, or 'need for achievement'.

Elaborate

Tell them – The level of motivation achievement in a person differs from individual to individual. It is important that entrepreneurs have a high level of achievement motivation – a deep desire to accomplish something important and unique. It is equally important that they hire people who are also highly motivated by challenges and success.

Characteristics of Entrepreneurs with Achievement Motivation

- Entrepreneurs with achievement motivation can be described as follows:
- Unafraid to take risks for personal accomplishment
- Love being challenged Future-oriented Flexible and adaptive
- Value negative feedback more than positive feedback
- Very persistent when it comes to achieving goals
- Extremely courageous
- Highly creative and innovative
- Restless - constantly looking to achieve more
- Feel personally responsible for solving problems

Think about it:

- How many of these traits do you have?
- Can you think of entrepreneurs who display these traits?

Say

- Tell the participants how to cultivate a positive attitude. The good news is attitude is a choice. So it is possible to improve, control and change our attitude, if we decide we want to!

Elaborate

Tell them – The following tips help foster a positive mindset:

- Remember that you control your attitude, not the other way around
- Devote at least 15 minutes a day towards reading, watching or listening to something positive
- Avoid negative people who only complain and stop complaining yourself
- Expand your vocabulary with positive words and delete negative phrases from your mind
- Be appreciative and focus on what's good in yourself, in your life, and in others
- Stop thinking of yourself as a victim and start being proactive
- Imagine yourself succeeding and achieving your goals

Say

- Tell the participants about the attitude. Now that we understand why motivation is so important for self-analysis, let's look at the role our attitude plays in better understanding ourselves. Attitude can be described as your tendency (positive or negative), to think and feel about someone or something

Elaborate

Tell them – Attitude is the foundation for success in every aspect of life. Our attitude can be our best friend or our worst enemy. In other words:

“The only disability in life is a bad attitude.”

When you start a business, you are sure to encounter a wide variety of emotions, from difficult times and failures to good times and successes. Your attitude is what will see you through the tough times and guide you towards success. Attitude is also infectious. It affects everyone around you, from your customers to your employees to your investors. A positive attitude helps build confidence in the workplace while a negative attitude is likely to result in the demotivation of your people.

Say

- Tell the participants about the Honesty and Work Ethics. Honesty is the quality of being fair and truthful. It means speaking and acting in a manner that inspires trust.

Elaborate

Tell them – A person who is described as honest is seen as truthful and sincere, and as someone who isn't deceitful or devious and doesn't steal or cheat. There are two dimensions of honesty – one is honesty in communication and the other is honesty in conduct. Honesty is an extremely important trait because it results in peace of mind and builds relationships that are based on trust. Being dishonest, on the other hand, results in anxiety and leads to relationships full of distrust and conflict.

Say

- Tell the participants about the Qualities of Honesty People.

Elaborate

Tell them – Honest individuals have certain distinct characteristics. Some common qualities among honest people are:

- They don't worry about what others think of them. They believe in being themselves – they don't bother about whether they are liked or disliked for their personalities.
- They stand up for their beliefs. They won't think twice about giving their honest opinion, even if they are aware that their point of view lies with the minority.
- They are thick skinned. This means they are not affected by others judging them harshly for their honest opinions.
- They forge trusting, meaningful and healthy friendships. Honest people usually surround themselves with honest friends. They have faith that their friends will be truthful and upfront with them at all times.

They are trusted by their peers. They are seen as people who can be counted on for truthful and objective feedback and advice.

- **Honesty and employees:** When entrepreneurs build honest relationships with their employees, it leads to more transparency in the workplace, which results in higher work performance and better results.
- **Honesty and investors:** For entrepreneurs, being honest with investors means not only sharing strengths but also candidly disclosing current and potential weaknesses, problem areas and solution strategies. Keep

- in mind that investors have a lot of experience with startups and are aware that all new companies have problems. Claiming that everything is perfectly fine and running smoothly is a red flag for most investors.
- **Honesty with oneself:** The consequences of being dishonest with oneself can lead to dire results, especially in the case of entrepreneurs. For entrepreneurs to succeed, it is critical that they remain realistic about their situation at all times, and accurately judge every aspect of their enterprise for what it truly is.

What are Work Ethics?

Being ethical in the workplace means displaying values like honesty, integrity and respect in all your decisions and communications. It means not displaying negative qualities like lying, cheating and stealing. Workplace ethics play a big role in the profitability of a company. It is as crucial to an enterprise as high morale and teamwork. This is why most companies lay down specific workplace ethic guidelines that must compulsorily be followed by their employees. These guidelines are typically outlined in a company's employee handbook.

Say

- Tell the participants about the Elements of Work Ethics.

Elaborate

Tell them – An entrepreneur must display strong work ethics, as well as hire only those individuals who believe in and display the same level of ethical behavior in the workplace. Some elements of a strong work ethic are:

- **Professionalism:** This involves everything from how you present yourself in a corporate setting to the manner in which you treat others in the workplace.
- **Respectfulness:** This means remaining poised and diplomatic regardless of how stressful or volatile a situation is.
- **Dependability:** This means always keeping your word, whether it's arriving on time for a meeting or delivering work on time.
- **Dedication:** This means refusing to quit until the designated work is done, and completing the work at the highest possible level of excellence.
- **Determination:** This means embracing obstacles as challenges rather than letting them stop you, and pushing ahead with purpose and resilience to get the desired results.
- **Accountability:** This means taking responsibility for your actions and the consequences of your actions, and not making excuses for your mistakes.
- **Humility:** This means acknowledging everyone's efforts and hard work, and sharing the credit for accomplishments.

Say

- Tell the participants how to foster a good work ethic. As an entrepreneur, it is important that you clearly define the kind of behavior that you expect from each and every team member in the workplace.

Elaborate

Tell them – You should make it clear that you expect employees to display positive work ethics like:

- **Honesty:** All work assigned to a person should be done with complete honesty, without any deceit or lies.
- **Good attitude:** All team members should be optimistic, energetic, and positive.
- **Reliability:** Employees should show up where they are supposed to be, when they are supposed to be there.
- **Good work habits:** Employees should always be well groomed, never use inappropriate language, conduct themselves professionally at all times, etc.
- **Initiative:** Doing the bare minimum is not enough. Every team member needs to be proactive and show initiative.
- **Trustworthiness:** Trust is non-negotiable. If an employee cannot be trusted, it's time to let that employee go.
- **Respect:** Employees need to respect the company, the law, their work, their colleagues and themselves.
- **Integrity:** Each and every team member should be completely ethical and must display above board behaviour at all times.
- **Efficiency:** Efficient employees help a company grow while inefficient employees result in a waste of time and resources.

Say

- Tell the participants about the creativity and innovation.

Elaborate

What is Creativity?

Creativity means thinking outside the box. It means viewing things in new ways or from different perspectives, and then converting these ideas into reality. Creativity involves two parts: thinking and producing. Simply having an idea makes you imaginative, not creative. However, having an idea and acting on it makes you creative.

Characteristics of Highly Creative People

Some characteristics of creative people are:

- They are imaginative and playful
- They see issues from different angles
- They notice small details
- They have very little tolerance for boredom
- They detest rules and routine
- They love to daydream
- They are very curious

What is Innovation?

There are many different definitions of innovation. In simple terms, innovation means turning an idea into a solution that adds value. It can also mean adding value by implementing a new product, service or process, or significantly improving on an existing product, service or process.

Characteristics of Highly Innovative People

Some characteristics of highly innovative people are:

- They embrace doing things differently
- They don't believe in taking shortcuts
- They are not afraid to be unconventional
- They are highly proactive and persistent
- They are organized, cautious and risk-averse

Say

- Tell the participants about the Time Management. Time management is the process organizing your time, and deciding how to allocate your time between different activities. Good time management is the difference between working smart (getting more done in less time) and working hard (working for more time to get more done).

Elaborate

Tell them – Effective time management leads to an efficient work output, even when you are faced with tight deadlines and high pressure situations. On the other hand, not managing your time effectively results in inefficient output and increases stress and anxiety.

Benefits of Time Management

Time management can lead to huge benefits like:

- Greater productivity

- Higher efficiency
- Better professional reputation
- Reduced stress
- Higher chances for career advancement
- Greater opportunities to achieve goals

Not managing time effectively can result in undesirable consequences like:

- Missing deadlines
- Inefficient work output
- Substandard work quality
- Poor professional reputation
- Stalled career
- Increase in stress and anxiety

Do

Discuss with the participants about the Traits of effective Time Managers. Some traits of effective time managers are:

- They begin projects early They set daily objectives
- They modify plans if required, to achieve better results
- They are flexible and open-minded
- They inform people in advance if their help will be required
- They know how to say no
- They break tasks into steps with specific deadlines
- They continually review long term goals
- They think of alternate solutions if and when required
- They ask for help when required They create backup plans

Say

- Tell the participants about the effective time management techniques.

Elaborate

Tell them – You can manage your time better by putting into practice certain time management techniques. Some helpful tips are:

- Plan out your day as well as plan for interruptions. Give yourself at least 30 minutes to figure out your time plan. In your plan, schedule some time for interruptions.
- Put up a “Do Not Disturb” sign when you absolutely have to complete a certain amount of work.
- Close your mind to all distractions. Train yourself to ignore ringing phones, don’t reply to chat messages and disconnect from social media sites.
- Delegate your work. This will not only help your work get done faster, but will also show you the unique skills and abilities of those around you.
- Stop procrastinating. Remind yourself that procrastination typically arises due to the fear of failure or the belief that you cannot do things as perfectly as you wish to do them.
- Prioritize. List each task to be completed in order of its urgency or importance level. Then focus on completing each task, one by one.
- Maintain a log of your work activities. Analyze the log to help you understand how efficient you are, and how much time is wasted every day.
- Create time management goals to reduce time wastage.

Say

- Now tell the participants about the Anger Management.

Elaborate

Tell them – Anger management is the process of:

- Learning to recognize the signs that you, or someone else, is becoming angry
- Taking the best course of action to calm down the situation in a positive way Anger management does not mean suppressing anger.

Importance of Anger Management

Anger is a perfectly normal human emotion. In fact, when managed the right way, anger can be considered a healthy emotion. However, if it is not kept in check, anger can make us act inappropriately and can lead to us saying or doing things that we will likely later regret.

Extreme anger can:

- **Hurt you physically:** It leads to heart disease, diabetes, a weakened immune system, insomnia, and high blood pressure.
- **Hurt you mentally:** It can cloud your thinking and lead to stress, depression and mental health issues.

- Hurt your career: It can result in alienating your colleagues, bosses, clients and lead to the loss of respect.
- **Hurt your relationships:** It makes it hard for your family and friends to trust you, be honest with you and feel comfortable around you.

This is why anger management, or managing anger appropriately, is so important.

Say

- Tell the participants about the Anger Management Strategies.

Elaborate

Tell them – Here are some strategies that can help you control your anger:

Strategy 1: Relaxation

Strategy 2: Cognitive Restructuring

Strategy 3: Problem Solving

Strategy 4: Better Communication

Strategy 5: Changing Your Environment

Say

- Tell the participants about the Stress Management. We say we are ‘stressed’ when we feel overloaded and unsure of our ability to deal with the pressures placed on us. Anything that challenges or threatens our well-being can be defined as a stress.

Elaborate

Tell them – It is important to note that stress can be good and bad. While good stress keeps us going, negative stress undermines our mental and physical health. This is why it is so important to manage negative stress effectively.

Causes of Stress

Stress can be caused by internal and external factors.

Internal causes of stress:

- Constant worry

- Rigid thinking
- Unrealistic expectations
- Pessimism
- Negative self-talk
- All in or all out attitude

External causes of stress:

- Major life changes
- Difficulties with relationships
- Having too much to do
- Difficulties at work or in school
- Financial difficulties
- Worrying about one’s children and/or family

Say 

- Tell the participants about the Symptoms of Stress.

Elaborate 

Tell them – Stress can manifest itself in numerous ways. Take a look at the cognitive, emotional, physical and behavioral symptoms of stress.

Cognitive Symptoms	Emotional Symptoms
<ul style="list-style-type: none"> • Memory problems • Concentration issues • Lack of judgement • Pessimism • Anxiety • Constant worrying 	<ul style="list-style-type: none"> • Depression • Agitation • Irritability • Loneliness • Anxiety • Anger
Physical Symptoms	Behavioral Symptoms
<p>Aches and pain</p> <p>Diarrhea or constipation</p> <p>Nausea</p> <p>Dizziness</p> <p>Chest pain and/or rapid heartbeat</p> <p>Frequent cold or flu like feelings</p>	<p>Increase or decrease in appetite</p> <p>Over sleeping or not sleeping enough</p> <p>Withdrawing socially</p> <p>Ignoring responsibilities</p> <p>Consumption of alcohol or cigarettes</p> <p>Nervous habits like nail biting, pacing etc.</p>

Do 

Give participants Tips for managing Stress. The following tips can help you manage your stress better:

- Note down the different ways in which you can handle the various sources of your stress.
- Remember that you cannot control everything, but you can control how you respond.
- Discuss your feelings, opinions and beliefs rather than reacting angrily, defensively or passively.
- Practice relaxation techniques like meditation, yoga or tai chi when you start feeling stressed.
- Devote a part of your day towards exercise.
- Eat healthy foods like fruits and vegetables. Avoid unhealthy foods especially those containing large amounts of sugar.
- Plan your day so that you can manage your time better, with less stress.
- Say no to people and things when required.
- Schedule time to pursue your hobbies and interests.
- Ensure you get at least 7-8 hours of sleep.
- Reduce your caffeine intake.
- Increase the time spent with family and friends.

Notes for Facilitation 

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.

Activity 

- Divide the class into two equal groups.
- Tell the participants they have to give a presentation on Work Ethics and Innovation.
- Tell them they would be given a time of 20 minute for preparation. The time for presentation for each group should not exceed 20 minutes per group.
- Once the presentations are complete appreciate the efforts made by the group and summarize the highlights of the activity.

Skill Practice	Time	Resources
1. Presentation on work ethics and innovation	2 Hours	• Charts and markers

UNIT 6.2: Digital Literacy: A Recap

Unit Objectives

By the end of this unit, the trainers 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 basic computer terminology
5. Recall the functions of basic computer keys
6. Discuss the main applications of MS Office
7. Discuss the benefits of Microsoft Outlook
8. Discuss the different types of e-commerce
9. List the benefits of e-commerce for retailers and customers
10. Discuss how the Digital India campaign will help boost e-commerce in India
11. Describe how you will sell a product or service on an e-commerce platform

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Digital Literacy.

Say

- Tell the participants about the basic parts of a Computer.

Elaborate

- **Central Processing Unit (CPU):** The brain of the computer. It interprets and carries out program instructions.
- **Hard Drive:** A device that stores large amounts of data.
- **Monitor:** The device that contains the computer screen where the information is visually displayed.
- **Desktop:** The first screen displayed after the operating system loads.
- **Background:** The image that fills the background of the desktop.
- **Mouse:** A hand-held device used to point to items on the monitor.
- **Speakers:** Devices that enable you to hear sound from the computer.
- **Printer:** A device that converts output from a computer into printed paper documents.
- **Icon:** A small picture or image that visually represents something on your computer.
- **Cursor:** An arrow which indicates where you are positioned on the screen.
- **Program Menu:** A list of programs on your computer that can be accessed from the Start menu.
- **Taskbar:** The horizontal bar at the bottom of the computer screen that lists applications that are currently in use.
- **Recycle Bin:** A temporary storage for deleted files.

Do

Discuss with the participants about the basic internet terms.

- **The Internet:** A vast, international collection of computer networks that transfers information.
- **The World Wide Web:** A system that lets you access information on the Internet.
- **Website:** A location on the World Wide Web (and Internet) that contains information about a specific topic.
- **Homepage:** Provides information about a website and directs you to other pages on that website.
- **Link/Hyperlink:** A highlighted or underlined icon, graphic, or text that takes you to another file or object.
- **Web Address/URL:** The address for a website.
- **Address Box:** A box in the browser window where you can type in a web address.

Say

- Tell the participants about the basic computer keys.
 - » Arrow Keys: Press these keys to move your cursor.
 - » Space bar: Adds a space.
 - » Enter/Return: Moves your cursor to a new line.
 - » Shift: Press this key if you want to type a capital letter or the upper symbol of a key.

- » Caps Lock: Press this key if you want all the letters you type to be capital letters. Press it again to revert back to typing lowercase letters.
- » Backspace: Deletes everything to the left of your cursor.
- Also tell the participants about the MS office and Email.

Elaborate

Tell them – MS Office or Microsoft Office is a suite of computer programs developed by Microsoft. Although meant for all users, it offers different versions that cater specifically to students, home users and business users. All the programs are compatible with both, Windows and Macintosh.

Most Popular Office Products

Some of the most popular and universally used MS Office applications are:

1. **Microsoft Word:** Allows users to type text and add images to a document.
2. **Microsoft Excel:** Allows users to enter data into a spreadsheet and create calculations and graphs.
3. **Microsoft PowerPoint:** Allows users to add text, pictures and media and create slideshows and presentations.
4. **Microsoft Outlook:** Allows users to send and receive email.
5. **Microsoft OneNote:** Allows users to make drawings and notes with the feel of a pen on paper.
6. **Microsoft Access:** Allows users to store data over many tables.

Why Choose Microsoft Outlook

A popular email management choice especially in the workplace, Microsoft Outlook also includes an address book, notebook, web browser and calendar. Some major benefits of this program are:

- Integrated search function: You can use keywords to search for data across all Outlook programs.
- Enhanced security: Your email is safe from hackers, junk mail and phishing website email.
- Email syncing: Sync your mail with your calendar, contact list, notes in One Note and...your phone!
- Offline access to email: No Internet? No problem! Write emails offline and send them when you're connected again.

Say

- Tell the participants about the E-Commerce. E-commerce is the buying or selling of goods and services, or the transmitting of money or data, electronically on the internet. E-Commerce is the short form for "electronic commerce."

Elaborate

Tell them – Followings are the examples of E-Commerce:

- Online shopping Online auctions
- Online ticketing
- Electronic payments
- Internet banking

Types of E-Commerce

E-commerce can be classified based on the types of participants in the transaction. The main types of e-commerce are:

- **Business to Business (B2B):** Both the transacting parties are businesses.
- **Business to Consumer (B2C):** Businesses sell electronically to end-consumers.
- **Consumer to Consumer (C2C):** Consumers come together to buy, sell or trade items to other consumers.
- **Consumer-to-Business (C2B):** Consumers make products or services available for purchase to companies looking for exactly those services or products.
- **Business-to-Administration (B2A):** Online transactions conducted between companies and public administration.
- **Consumer-to-Administration (C2A):** Online transactions conducted between individuals and public

The e-commerce business provides some benefits for retailers and customers.

Benefits for retailers:

- Establishes an online presence
- Reduces operational costs by removing overhead costs
- Increases brand awareness through the use of good keywords
- Increases sales by removing geographical and time constraints

Benefits for customers:

- Offers a wider range of choice than any physical store
- Enables goods and services to be purchased from remote locations
- Enables consumers to perform price comparisons

Do

- Discuss with the participants about the Digital India Campaign. Prime Minister Narendra Modi launched the Digital India campaign in 2015, with the objective of offering every citizen of India access to digital services, knowledge and information. The campaign aims to improve the country's online infrastructure and increase internet connectivity, thus boosting the e-commerce industry.
- Currently, the majority of online transactions come from tier 2 and tier 3 cities. Once the Digital India campaign is in place, the government will deliver services through mobile connectivity, which will help deliver internet to remote corners of the country. This will help the e-commerce market to enter India's tier 4 towns and rural areas.

E-Commerce Activity

Choose a product or service that you want to sell online. Write a brief note explaining how you will use existing e-commerce platforms, or create a new e-commerce platform, to sell your product or service.

Notes for Facilitation 

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.

Activity 

- Divide the class into two equal groups.
- Tell the participants they have to demonstrate the steps of opening a Bank account and on online banking.
- Tell them they would be given a time of 20 minute for preparation. The time for presentation for each group should not exceed 20 minutes per group.
- Once the presentations are complete appreciate the efforts made by the group and summarize the highlights of the activity.

Skill Practice	Time	Resources
1. Demonstrate the process of opening a bank account and how to use online banking	2 Hours	<ul style="list-style-type: none"> • Charts and markers

UNIT 6.3: Money Matters

Unit Objectives

By the end of this unit, the trainers 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 transfers

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- PCwith LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Money Matters.

Say

- Tell the participants about the Personal Finance. We all know that the future is unpredictable. You never know what will happen tomorrow, next week or next year. That's why saving money steadily through the years is so important.

Elaborate

Tell them – Saving money will help improve your financial situation over time. But more importantly, knowing that you have money stashed away for an emergency will give you peace of mind. Saving money also opens the door to many more options and possibilities.

Benefits of Saving

Inculcating the habit of saving leads to a vast number of benefits. Saving helps you:

- **Become financially independent:** When you have enough money saved up to feel secure you can start making your choices, from taking a vacation whenever you want, to switching careers or starting your own business.
- **Invest in yourself through education:** Through saving, you can earn enough to pay up for courses that will add to your professional experience and ultimately result in higher paying jobs.
- **Get out of debt:** Once you have saved enough as a reserve fund, you can use your savings to pay off debts like loans or bills that have accumulated over time.
- **Be prepared for surprise expenses:** Having money saved enables you to pay for unforeseen expenses like sudden car or house repairs, without feeling financially stressed.
- **Pay for emergencies:** Saving helps you deal with emergencies like sudden health issues or emergency trips without feeling financially burdened.
- **Afford large purchases and achieve major goals:** Saving diligently makes it possible to place down payments towards major purchases and goals, like buying a home or a car.
- **Retire:** The money you have saved over the years will keep you comfortable when you no longer have the income you would get from your job.

Say

- Tell the participants about the Types of Bank Accounts.

Elaborate

Tell them – In India, banks offer four main types of bank accounts. These are:

- Current Accounts
- Savings Accounts
- Recurring Deposit Accounts
- Fixed Deposit Accounts

Say

- Tell the participants about Opening a Bank Accounts.

Elaborate

Tell them – Opening a bank account is quite a simple process. Take a look at the steps to open an account of your own:

Step 1: Fill in the Account Opening Form

This form requires you to provide the following information:

- Personal details (name, address, phone number, date of birth, gender, occupation, address)
- Method of receiving your account statement (hard copy/email)
- Details of your initial deposit (cash/cheque)
- Manner of operating your account (online/mobile banking/traditional via cheque, slip books) Ensure that you sign wherever required on the form.

Step 2: Affix your Photograph

Stick a recent photograph of yourself in the allotted space on the form.

Step 3: Provide your Know Your Customer (KYC) Details

KYC is a process that helps banks verify the identity and address of their customers. To open an account, every individual needs to submit certain approved documents with respect to photo identity (ID) and address proof. Some Officially Valid Documents (OVDs) are:

- Passport
- Driving License
- Voters' Identity Card
- PAN Card
- UIDAI (Aadhaar) Card

Step 4: Submit All your Documents

Submit the completed Account Opening Form and KYC documents. Then wait until the forms are processed and your account has been opened!

Say

- Tell the participants about Fixed and variable costs.

Elaborate

Tell them – Fixed costs and variable costs together make up a company's total cost. These are the two types of costs that companies have to bear when producing goods and services. A fixed cost does not change with the volume of goods or services a company produces. It always remains the same. A variable cost, on the other hand, increases and decreases depending on the volume of goods and services produced. In other words, it varies with the amount produced.

Differences between Fixed and Variable Costs

Let's take a look at some of the main differences between fixed and variable costs:

Criteria	Fixed Costs	Variable Costs
Meaning	A cost that stays the same, regardless of the output produced.	A cost that changes when the
Nature	Time related.	Volume related.
Incurred	Incurred irrespective of units being produced.	Incurred only when units are produced.
Unit cost	Inversely proportional to the number of units produced.	Remains the same, per unit.
Examples	Depreciation, rent, salary, insurance, tax etc.	Material consumed, wages, commission on sales, packing expenses, etc.

Say

- Tell the participants about the investment, insurance and taxes.

Elaborate

Tell them – Investment means that money is spent today with the aim of reaping financial gains at a future time. The main types of investment options are as follows:

- Bonds
- Stocks
- Small Savings
- Mutual Funds
- Fixed Deposits
- Real Estate
- Hedge Funds
- Private Equity
- Venture Capital

Insurance

There are two types of insurance:

1. Life Insurance
2. Non-Life or General Insurance.

Say 

- Tell the participants about the online banking, NEFT, RTGS etc.

Elaborate 

Tell them – Internet or online banking allows account holders to access their account from a laptop at any location. In this way, instructions can be issued. To access an account, account holders simply need to use their unique customer ID number and password.

Internet banking can be used to:

- Find out an account balance
- Transfer amounts from one account to another
- Arrange for the issuance of cheques
- Instruct payments to be made
- Request for a cheque book
- Request for a statement of accounts
- Make a fixed deposit

Notes for Facilitation 

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.

UNIT 6.4: Preparing for Employment & Self Employment

Unit Objectives

By the end of this unit, the trainers will be able to:

1. Discuss the steps 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. Discuss basic workplace terminology

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- Pc with LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Employment and Self Employment.

Say

- Tell the participants about the Interview Preparation. The success of your getting the job that you want depends largely on how well your interview for that job goes. Therefore, before you go in for your interview, it is important that you prepare for it with a fair amount of research and planning.

Elaborate

Tell them – Take a look at the steps to follow in order to be well prepared for an interview:

- Research the organization that you are having the interview with.
- Think about whether your skills and qualifications match the job requirements.
- Go through the most typical interview questions asked, and prepare your responses.
- Plan your attire for the interview.
- Ensure that you have packed everything that you may require during the interview.
- Remember the importance of non-verbal communication.
- Make a list of questions to end the interview with.

Say

- Tell the participants how to prepare an effective resume. A resume is a formal document that lists a candidate's work experience, education and skills. A good resume gives a potential employer enough information to believe the applicant is worth interviewing. That's why it is so important to create a résumé that is effective.

Elaborate

Tell them – Take a look at the steps to create an effective resume:

Step 1: Write the Address Section

Step 2: Add the Profile Summary Section

Step 3: Include Your Educational Qualifications

Step 4: List Your Technical Skills

Step 5: Insert Your Academic Project Experience

Step 6: List Your Strengths

Step 7: List Your Extracurricular Activities

Step 8: Write Your Personal Details

Say

- Tell the participants about the interview FAQs.

Elaborate

Tell them – Take a look at some of the most frequently asked interview questions, and some helpful tips on how to answer them.

Can you tell me a little about yourself?

Tips to answer:

- Don't provide your full employment or personal history.
- Offer 2-3 specific experiences that you feel are most valuable and relevant.
- Conclude with how those experiences have made you perfect for this specific role.

How did you hear about the position?

Tips to answer:

- Tell the interviewer how you heard about the job – whether it was through a friend (name the friend), event or article (name them) or a job portal (say which one).
- Explain what excites you about the position and what in particular caught your eye about this role.

What do you know about the company?

Tips to answer:

- Don't recite the company's About Us page.
- Show that you understand and care about the company's goals.
- Explain why you believe in the company's mission and values.

Say

- Tell the participants about the work readiness.

Elaborate

Tell them – Every employee should be well versed in the following terms:

- **Annual leave:** Paid vacation leave given by employers to employees.
- **Background Check:** A method used by employers to verify the accuracy of the information provided by potential candidates.
- **Benefits:** A part of an employee's compensation package.
- **Breaks:** Short periods of rest taken by employees during working hours.
- **Compensation Package:** The combination of salary and benefits that an employer provides to his/her employees.

- **Compensatory Time (Comp Time):** Time off in lieu of pay.
- **Contract Employee:** An employee who works for one organization that sells said employee's services to another company, either on a project or time basis.

Notes for Facilitation

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.

UNIT 6.5: Understand Entrepreneurship

Unit Objectives

By the end of this unit, the trainers 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. Understand 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 government's role in the entrepreneurship ecosystem
26. Discuss the current entrepreneurship ecosystem in India
27. Understand the purpose of the Make in India campaign
28. Discuss the relationship between entrepreneurship and risk appetite
29. Discuss the relationship between entrepreneurship and resilience
30. Describe the characteristics of a resilient entrepreneur
31. Discuss how to deal with failure

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Entrepreneurship.

Say

- Tell the participants about the Entrepreneurship. Anyone who is determined to start a business, no matter what the risk, is an entrepreneur. Entrepreneurs run their own start-up, take responsibility for the financial risks and use creativity, innovation and vast reserves of self-motivation to achieve success.
- Tell the participants about the importance and characteristics of Entrepreneurship.

Elaborate

Tell them – Entrepreneurship is very important for the following reasons:

- It results in the creation of new organizations
- It brings creativity into the marketplace
- It leads to improved standards of living
- It helps develop the economy of a country

Characteristics of Entrepreneurs

All successful entrepreneurs have certain characteristics in common.

They are all:

- Extremely passionate about their work
- Confident in themselves
- Disciplined and dedicated

- Motivated and driven
- Highly creative
- Visionaries
- Open-minded
- Decisive

Entrepreneurs also have a tendency to:

- Have a high risk tolerance
- Thoroughly plan everything
- Manage their money wisely
- Make their customers their priority
- Understand their offering and their market in detail
- Ask for advice from experts when required
- Know when to cut their losses

Say 

- Tell the participants about the types of enterprises.

Elaborate 

Tell them – As an entrepreneur in India, you can own and run any of the following types of enterprises:

Sole Proprietorship

In a sole proprietorship, a single individual owns, manages and controls the enterprise. This type of business is the easiest to form with respect to legal formalities. The business and the owner have no separate legal existence. All profit belongs to the proprietor, as do all the losses- the liability of the entrepreneur is unlimited.

Partnership

A partnership firm is formed by two or more people. The owners of the enterprise are called partners. A partnership deed must be signed by all the partners. The firm and its partners have no separate legal existence. The profits are shared by the partners. With respect to losses, the liability of the partners is unlimited. A firm has a limited life span and must be dissolved when any one of the partners dies, retires, claims bankruptcy or goes insane.

Limited Liability Partnership (LLP)

In a Limited Liability Partnership or LLP, the partners of the firm enjoy perpetual existence as well as the advantage of limited liability. Each partner's liability is limited to their agreed contribution to the LLP. The partnership and its partners have a separate legal existence.

Say

- Tell the participants about the Leadership and team Work. Leadership means setting an example for others to follow. Setting a good example means not asking someone to do something that you wouldn't willingly want to do yourself. Leadership is about figuring out what to do in order to win as a team, and as a company. Leaders believe in doing the right things.
- Also tell the participants about the Leadership qualities that all entrepreneurs need.

Elaborate

Tell them – Building a successful enterprise is only possible if the entrepreneur in charge possesses excellent leadership qualities. Some critical leadership skills that every entrepreneur must have are:

- **Pragmatism:** This means having the ability to highlight all obstacles and challenges, in order to resolve issues and reduce risks.
- **Humility:** This means admitting to mistakes often and early, and being quick to take responsibility for your actions. Mistakes should be viewed as challenges to overcome, not opportunities to point blame.
- **Flexibility:** It is critical for a good leader to be very flexible and quickly adapt to change. It is equally critical to know when to adapt and when not to.
- **Authenticity:** This means showing both, your strengths and your weaknesses. It means being human and showing others that you are human.
- **Reinvention:** This means refreshing or changing your leadership style when necessary. To do this, it's important to learn where your leadership gaps lie and find out what resources are required to close them.
- **Awareness:** This means taking the time to recognize how others view you. It means understanding how your presence affects those around you.

Say

- Tell the participants about the benefits of effective Leadership. Effective leadership results in numerous benefits. Great leadership leads to the leader successfully:
 - » Gaining the loyalty and commitment of the team members
 - » Motivating the team to work towards achieving the company's goals and objectives
 - » Building morale and instilling confidence in the team members
 - » Fostering mutual understanding and team-spirit among team members
 - » Convincing team members about the need to change when a situation requires adaptability
- Discuss with the participants about the teamwork and teams. Teamwork occurs when the people in a workplace combine their individual skills to pursue a common goal. Effective teams are made up of individuals who work together to achieve this common goal. A great team is one who holds themselves accountable for the end result.
- Also tell the participants about the importance of team work in entrepreneurial success.

Elaborate

Tell them – For an entrepreneurial leader, building an effective team is critical to the success of a venture. An entrepreneur must ensure that the team he builds possesses certain crucial qualities, traits and characteristics. An effective team is one which has:

- **Unity of purpose:** All the team members should clearly understand and be equally committed to the purpose, vision and goals of the team.
- **Great communication skills:** Team members should have the ability to express their concerns, ask questions and use diagrams, and charts to convey complex information.
- **The ability to collaborate:** Every member should feel entitled to provide regular feedback on new ideas.
- **Initiative:** The team should consist of proactive individuals. The members should have the enthusiasm to come up with new ideas, improve existing ideas, and conduct their own research.
- **Visionary members:** The team should have the ability to anticipate problems and act on these potential problem before they turn into real problems.
- **Great adaptability skills:** The team must believe that change is a positive force. Change should be seen as the chance to improve and try new things.
- **Excellent organizational skills:** The team should have the ability to develop standard work processes, balance responsibilities, properly plan projects, and set in place methods to measure progress and ROI.

Say

- Tell the participants about the communication skills. Listening is the ability to correctly receive and understand messages during the process of communication. Listening is critical for effective communication. Without effective listening skills, messages can easily be misunderstood. This results in a communication breakdown and can lead to the sender and the receiver of the message becoming frustrated or irritated.
- Also tell the participants how to listen effectively.

Elaborate

Tell them – To listen effectively you should:

- Stop talking
- Stop interrupting
- Focus completely on what is being said
- Nod and use encouraging words and gestures
- Be open-minded
- Think about the speaker's perspective
- Be very, very patient

- Pay attention to the tone that is being used
- Pay attention to the speaker's gestures, facial expressions and eye movements
- Not try and rush the person
- Not let the speaker's mannerisms or habits irritate or distract you

How to Listen Effectively

How successfully a message gets conveyed depends entirely on how effectively you are able to get it through. An effective speaker is one who enunciates properly, pronounces words correctly, chooses the right words and speaks at a pace that is easily understandable. Besides this, the words spoken out loud need to match the gestures, tone and body language used.

What you say, and the tone in which you say it, results in numerous perceptions being formed. A person who speaks hesitantly may be perceived as having low self-esteem or lacking in knowledge of the discussed topic. Those with a quiet voice may very well be labelled as shy. And those who speak in commanding tones with high levels of clarity, are usually considered to be extremely confident. This makes speaking a very critical communication skill.

Say

- Tell the participants how to speak effectively.

Elaborate

Tell them – To speak effectively you should:

- Incorporate body language in your speech like eye contact, smiling, nodding, gesturing etc.
- Build a draft of your speech before actually making your speech.
- Ensure that all your emotions and feelings are under control.
- Pronounce your words distinctly with the correct pitch and intensity. Your speech should be crystal clear at all times.
- Use a pleasant and natural tone when speaking. Your audience should not feel like you are putting on an accent or being unnatural in any way.
- Use precise and specific words to drive your message home. Ambiguity should be avoided at all costs.
- Ensure that your speech has a logical flow.
- Be brief. Don't add any unnecessary information.
- Make a conscious effort to avoid irritating mannerisms like fidgeting, twitching etc.
- Choose your words carefully and use simple words that the majority of the audience will have no difficulty understanding.
- Use visual aids like slides or a whiteboard.

- Speak slowly so that your audience can easily understand what you're saying. However, be careful not to speak too slowly because this can come across as stiff, unprepared or even condescending.
- Remember to pause at the right moments

Say

Tell the participants about the problem solving and negotiation skills. As per The Concise Oxford Dictionary (1995), a problem is, "A doubtful or difficult matter requiring a solution". All problems contain two elements:

- Goals
- Obstacles

The aim of problem solving is to recognize the obstacles and remove them in order to achieve the goals

- Also tell the participants how to solve the problems.

Elaborate

Tell them – Solving a problem requires a level of rational thinking. Here are some logical steps to follow when faced with an issue:

- **Step 1:** Identify the problem
- **Step 2:** Study the problem in detail
- **Step 3:** List all possible solutions
- **Step 4:** Select the best solution
- **Step 5:** Implement the chosen solution
- **Step 6:** Check that the problem has really been solved

Do

Discuss with the participants about the important traits for problem solving. Highly developed problem solving skills are critical for both, business owners and their employees. The following personality traits play a big role in how effectively problems are solved:

- Being open minded
- Asking the right questions
- Being proactive
- Not panicking

- Having a positive attitude
- Focusing on the right problem

Say

- Tell the participants about the negotiation. Negotiation is a method used to settle differences. The aim of negotiation is to resolve differences through a compromise or agreement while avoiding disputes. Without negotiation, conflicts are likely to lead to resentment between people.

Elaborate

Tell them – Good negotiation skills help satisfy both parties and go a long way towards developing strong relationships.

Why Negotiate

Starting a business requires many, many negotiations. Some negotiations are small while others are critical enough to make or break a startup. Negotiation also plays a big role inside the workplace. As an entrepreneur, you need to know not only how to negotiate yourself, but also how to train employees in the art of negotiation.

How to Negotiate

Take a look at some steps to help you negotiate:

- **Step 1:** Pre-Negotiation Preparation: Agree on where to meet to discuss the problem, decide who all will be present and set a time limit for the discussion.
- **Step 2:** Discuss the Problem: This involves asking questions, listening to the other side, putting your views forward and clarifying doubts.
- **Step 3:** Clarify the Objective: Ensure that both parties want to solve the same problem and reach the same goal.
- **Step 4:** Aim for a Win-Win Outcome: Try your best to be open minded when negotiating. Compromise and offer alternate solutions to reach an outcome where both parties win.
- **Step 5:** Clearly Define the Agreement: When an agreement has been reached, the details of the agreement should be crystal clear to both sides, with no scope for misunderstandings.
- **Step 6:** Implement the Agreed Upon Solution: Agree on a course of action to set the solution in motion.

Say

- Now tell the participants about the Business opportunities Identification.

Elaborate

Tell them – The ability to identify business opportunities is an essential characteristic of an entrepreneur.

What is an Opportunity?

The word opportunity suggests a good chance or a favourable situation to do something offered by circumstances.

A business opportunity means a good or favourable change available to run a specific business in a given environment, at a given point of time.

Common Questions Faced by Entrepreneurs

A critical question that all entrepreneurs face is how to go about finding the business opportunity that is right for them.

Some common questions that entrepreneurs constantly think about are:

- Should the new enterprise introduce a new product or service based on an unmet need?
- Should the new enterprise select an existing product or service from one market and offer it in another where it may not be available?
- Should the enterprise be based on a tried and tested formula that has worked elsewhere?

It is therefore extremely important that entrepreneurs must learn how to identify new and existing business opportunities and evaluate their chances of success.

Say

- Now tell the participants about the Entrepreneurship Support eco-system.

Elaborate

Tell them – An entrepreneur is a person who

- Does not work for an employee
- Runs a small enterprise
- Assumes all the risks and rewards of the enterprise, idea, good or service

Types of Entrepreneurs

There are four main types of entrepreneurs:

- The Traditional Entrepreneur
- The Growth Potential Entrepreneur
- The Project-Oriented Entrepreneur

- The Lifestyle Entrepreneur

Characteristics of an Entrepreneur

- Successful entrepreneurs have the following characteristics
- They are highly motivated
- They are creative and persuasive
- They are mentally prepared to handle each and every task
- They have excellent business skills – they know how to evaluate their cash flow, sales and revenue
- They are willing to take great risks
- They are very proactive – this means they are willing to do the work themselves, rather than wait for someone else to do it
- They have a vision – they are able to see the big picture
- They are flexible and open-minded
- They are good at making decisions

Do

Discuss with the participants about the Entrepreneur Success Stories.

Dhiru Bhai Ambani

Dhirubhai Ambani began his entrepreneurial career by selling “bhajias” to pilgrims in Mount Girnar on weekends. At 16, he moved to Yemen where he worked as a gas-station attendant, and as a clerk in an oil company. He returned to India with Rs. 50,000 and started a textile trading company. Reliance went on to become the first Indian company to raise money in global markets and the first Indian company to feature in Forbes 500 list.

Dr. Karsanbhai Patel

Karsanbhai Patel made detergent powder in the backyard of his house. He sold his product door-to-door and offered a money back guarantee with every pack that was sold. He charged Rs. 3 per kg when the cheapest detergent at that time was Rs.13 per kg. Dr. Patel eventually started Nirma which became a whole new segment in the Indian domestic detergent market.

Say

- Now tell the participants about the Entrepreneurial Process.

Elaborate

Tell them – Let's take a look at the stages of the entrepreneurial process.

- **Stage 1:** Idea Generation. The entrepreneurial process begins with an idea that has been thought of by the entrepreneur. The idea is a problem that has the potential to be solved.
- **Stage 2:** Germination or Recognition. In this stage a possible solution to the identified problem is thought of.
- **Stage 3:** Preparation or Rationalization. The problem is studied further and research is done to find out how others have tried to solve the same problem.
- **Stage 4:** Incubation or Fantasizing. This stage involves creative thinking for the purpose of coming up with more ideas. Less thought is given to the problem areas.
- **Stage 5:** Feasibility Study: The next step is the creation of a feasibility study to determine if the idea will make a profit and if it should be seen through.
- **Stage 6:** Illumination or Realization. This is when all uncertain areas suddenly become clear. The entrepreneur feels confident that his idea has merit.
- **Stage 7:** Verification or Validation. In this final stage, the idea is verified to see if it works and if it is useful.

Take a look at the diagram below to get a better idea of this process.

Say

- Now tell the participants about the Entrepreneur. The entrepreneurship support ecosystem signifies the collective and complete nature of entrepreneurship. New companies emerge and flourish not only because of the courageous, visionary entrepreneurs who launch them, but they thrive as they are set in an environment or 'ecosystem' made of private and public participants.

Elaborate

Tell them – These players nurture and sustain the new ventures, facilitating the entrepreneurs' efforts.

An entrepreneurship ecosystem comprises of the following six domains:

- **Favourable Culture:** This includes elements such as tolerance of risk and errors, valuable networking and positive social standing of the entrepreneur.
- **Facilitating Policies & Leadership:** This includes regulatory framework incentives and existence of public research institutes.
- **Financing Options:** Angel financing, venture capitalists and micro loans would be good examples of this.
- **Human Capital:** This refers to trained and untrained labour, entrepreneurs and entrepreneurship training programmes, etc.
- **Conducive Markets for Products & Services:** This refers to an existence or scope of existence of a market for the product/service.

- **Institutional & Infrastructural Support:** This includes legal and financing advisers, telecommunications, digital and transportation infrastructure, and entrepreneurship networking programmes.

These domains indicate whether there is a strong entrepreneurship support ecosystem and what actions should the government put in place to further encourage this ecosystem. The six domains and their various elements have been graphically depicted.

Every entrepreneurship support ecosystem is unique and all the elements of the ecosystem are interdependent. Although every region's entrepreneurship ecosystem can be broadly described by the above features, each ecosystem is the result of the hundred elements interacting in highly complex and particular ways.

Entrepreneurship ecosystems eventually become (largely) self-sustaining. When the six domains are resilient enough, they are mutually beneficial. At this point, government involvement can and should be significantly minimized. Public leaders do not need to invest a lot to sustain the ecosystem. It is imperative that the entrepreneurship ecosystem incentives are formulated to be self-liquidating, hence focusing on sustainability of the environment.

Say

- Now tell the participants about the Government's role in the Entrepreneurship Ecosystem. Encouraging new ventures is a major focus for policymakers. Governments across the world are recognizing that new businesses flourish in distinctive types of supportive environments.

Elaborate

Tell them – Policymakers should study the scenario and take into account the following points whilst they formulate policies and regulations that enable successful entrepreneurship support ecosystems.

- Policymakers should avoid regulations that discourage new entrants and work towards building efficient methods for business startups. Policies and regulations that favour existing, dominant firms over entrepreneurial ventures restrict competition and obstruct entry for new companies.
- Instead of developing policies conceptually intended to correct market failures, policymakers should interact with entrepreneurs and understand the challenges faced by them. The feedback should be used to develop policies that incite idea exploration, product development and increased rates of deal flow.
- Entrepreneurial supporters should create a database that enables identifying who the participants in the ecosystem are and how they are connected. These ecosystem maps are useful tools in developing engagement strategies.
- Disruptions are unavoidable in economic and social life. However, it's important to note that economic disruption gives rise to entrepreneurial opportunities. Architects of the entrepreneurship ecosystems (entrepreneurs, mentors, policymakers and consumers,) should anticipate these dips, thus capitalizing on the opportunities they create.

The need for effective strategies to enable local entrepreneurship support ecosystems is a practical one. Better understanding of the actual ecosystems provides a framework within which policy makers can ask relevant questions, envisage more efficient approaches, and assess ensuing outcomes.

Say

- Now tell the participants about the Snapshot of the Entrepreneurship Ecosystem in India. Entrepreneurship has earned a newfound respect in India. Many Indians, with exposure to the world of business, who traditionally would have opted for a job, are setting up their own ventures. Many elements of the entrepreneurship ecosystem are beginning to come together. For example, increase in venture capitalists, government schemes and incubators, academia industry linkages, and emerging clusters and support to rural economy.

Elaborate

Tell them – Policymakers should study the scenario and take into account the following points whilst they formulate policies and regulations that enable successful entrepreneurship support ecosystems.

- We need to review our attitude towards failures and accept them as learning experiences.
- We must encourage the educated to become entrepreneurs and provide students in schools and colleges with entrepreneurship skills.
- Universities, research labs and the government need to play the role of enablers in the entrepreneurship support ecosystem.
- Policymakers need to focus on reducing the obstacles such as corruption, red tape and bureaucracy.
- We need to improve our legal systems and court international venture capital firms and bring them to India.
- We must devise policies and methods to reach the secondary and tertiary towns in India, where people do not have access to the same resources available in the cities.

Today, there is a huge opportunity in this country to introduce innovative solutions that are capable of scaling up, and collaborating within the ecosystem as well as enriching it.

Say

- Now tell the participants about the Make in India Campaign.

Elaborate

Tell them – Every entrepreneur has certain needs. Some of their important needs are:

- To easily get loans
- To easily find investors
- To get tax exemptions
- To easily access resources and good infrastructure
- To enjoy a procedure that is free of hassles and is quick

- To be able to easily partner with other firms

The Make in India campaign, launched by Prime Minister Modi aims to satisfy all these needs of young, aspiring entrepreneurs. Its objective is to:

- Make investment easy
- Support new ideas
- Enhance skill development
- Safeguard the ideas of entrepreneurs
- Create state-of-the-art facilities for manufacturing goods

Say

- Now tell the participants about the Risk Appetite and Resilience.

Elaborate

Entrepreneurship and Risk

Entrepreneurs are inherently risk takers. They are path-makers not path-takers. Unlike a normal, cautious person, an entrepreneur would not think twice about quitting his job (his sole income) and taking a risk on himself and his idea.

An entrepreneur is aware that while pursuing his dreams, assumptions can be proven wrong and unforeseen events may arise. He knows that after dealing with numerous problems, success is still not guaranteed. Entrepreneurship is synonymous with the ability to take risks. This ability, called risk-appetite, is an entrepreneurial trait that is partly genetic and partly acquired.

What is Risk Appetite?

Risk appetite is defined as the extent to which a company is equipped to take risk, in order to achieve its objectives. Essentially, it refers to the balance, struck by the company, between possible profits and the hazards caused by changes in the environment (economic ecosystem, policies, etc.). Taking on more risk may lead to higher rewards but have a high probability of losses as well. However, being too conservative may go against the company as it can miss out on good opportunities to grow and reach their objectives.

The levels of risk appetite can be broadly categorized as “low”, “medium” and “high.” The company’s entrepreneur(s) have to evaluate all potential alternatives and select the option most likely to succeed. Companies have varying levels of risk appetites for different objectives. The levels depend on:

- The type of industry
- Market pressures
- Company objectives

For example, a startup with a revolutionary concept will have a very high risk appetite. The startup can afford short term failures before it achieves longer term success. This type of appetite will not remain constant and will be adjusted to account for the present circumstances of the company.

Say

- Now tell the participants about the Success and Failures. Understanding Successes and Failures in Entrepreneurship.

Elaborate

Tell them – Shyam is a famous entrepreneur, known for his success story. But what most people don't know, is that Shyam failed numerous times before his enterprise became a success. Read his interview to get an idea of what entrepreneurship is really about, straight from an entrepreneur who has both, failed and succeed

Interviewer: Shyam, I have heard that entrepreneurs are great risk-takers who are never afraid of failing. Is this true?

Shyam: Ha ha, no of course it's not true! Most people believe that entrepreneurs need to be fearlessly enthusiastic. But the truth is, fear is a very normal and valid human reaction, especially when you are planning to start your own business! In fact, my biggest fear was the fear of failing. The reality is, entrepreneurs fail as much as they succeed. The trick is to not allow the fear of failing to stop you from going ahead with your plans. Remember, failures are lessons for future success!

Interviewer: What, according to you, is the reason that entrepreneurs fail?

Shyam: Well, there is no one single reason why entrepreneurs fail. An entrepreneur can fail due to numerous reasons. You could fail because you have allowed your fear of failure to defeat you. You could fail because you are unwilling to delegate (distribute) work. As the saying goes, "You can do anything, but not everything!" You could fail because you gave up too easily – maybe you were not persistent enough. You could fail because you were focusing your energy on small, insignificant tasks and ignoring the tasks that were most important. Other reasons for failing are partnering with the wrong people, not being able to sell your product to the right customers at the right time at the right price... and many more reasons!

Interviewer: As an entrepreneur, how do you feel failure should be looked at?

Shyam: I believe we should all look at failure as an asset, rather than as something negative. The way I see it, if you have an idea, you should try to make it work, even if there is a chance that you will fail. That's because not trying is failure right there, anyway! And failure is not the worst thing that can happen. I think having regrets because of not trying, and wondering 'what if' is far worse than trying and actually failing.

Interviewer: How did you feel when you failed for the first time?

Shyam: I was completely heartbroken! It was a very painful experience. But the good news is, you do recover from the failure. And with every subsequent failure, the recovery process gets a lot easier. That's because you start to see each failure more as a lesson that will eventually help you succeed, rather than as an obstacle that you cannot overcome. You will start to realize that failure has many benefits.

Interviewer: Can you tell us about some of the benefits of failing?

Shyam: One of the benefits that I have experienced personally from failing is that the failure made me see things in a new light. It gave me answers that I didn't have before. Failure can make you a lot stronger. It also helps keep your ego in control.

Interviewer: What advice would you give entrepreneurs who are about to start their own enterprises?

Shyam: I would tell them to do their research and ensure that their product is something that is actually wanted by customers. I'd tell them to pick their partners and employees very wisely and cautiously. I'd tell them that it's very important to be aggressive – push and market your product as aggressively as possible. I would warn them that starting an enterprise is very expensive and that they should be prepared for a situation where they run out of money.

I would tell them to create long term goals and put a plan in action to achieve that goal. I would tell them to build a product that is truly unique. Be very careful and ensure that you are not copying another startup. Lastly, I'd tell them that it's very important that they find the right investors.

Interviewer: That's some really helpful advice, Shyam! I'm sure this will help all entrepreneurs to be more prepared before they begin their journey! Thank you for all your insight!

Notes for Facilitation

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.

UNIT 6.6: Preparing to be an Entrepreneur

Unit Objectives

By the end of this unit, the trainers 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. Understand 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 your own enterprise
16. List important questions that every entrepreneur should ask before starting an enterprise

Resources to be Used

- Available objects such as black or white Board, chalk pieces or white board marker pens, duster.
- PC with LCD Projector or Flip Chart.
- Participant Manual.
- Copies of Handouts.

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.
- Acknowledge their responses and clear their doubts if any.
- Tell them they will learn about Preparing to be an Entrepreneur.

Say

- Tell the participants about the market study.

Elaborate

Understanding Market Research

Market research is the process of gathering, analyzing and interpreting market information on a product or service that is being sold in that market. It also includes information on:

- Past, present and prospective customers
- Customer characteristics and spending habits
- The location and needs of the target market
- The overall industry
- Relevant competitors

Market research involves two types of data:

- Primary information. This is research collected by yourself or by someone hired by you.
- Secondary information. This is research that already exists and is out there for you to find and use.

Primary research

Primary research can be of two types:

- **Exploratory:** This is open-ended and usually involves detailed, unstructured interviews.
- **Specific:** This is precise and involves structured, formal interviews. Conducting specific research is the more expensive than conducting exploratory research.

Secondary research

Secondary research uses outside information. Some common secondary sources are:

- **Public sources:** These are usually free and have a lot of good information. Examples are government departments, business departments of public libraries etc.
- **Commercial sources:** These offer valuable information but usually require a fee to be paid. Examples are research and trade associations, banks and other financial institutions etc.
- **Educational institutions:** These offer a wealth of information. Examples are colleges, universities, technical.

Say

- Tell the participants about the 4 Ps of marketing.

Elaborate

Tell them –The 4 Ps of marketing are:

- Product,
- Price,
- Promotion and
- Place.

Let's look at each of these 4 Ps in detail.

Say

- Tell the participants about the Business entity concepts. If your aim is to start and run a business, it is crucial that you have a good understanding of basic business terms.

Elaborate

Tell them – Every entrepreneur should be well versed in the following terms:

- Accounting: A systematic method of recording and reporting financial transactions.
- Accounts payable: Money owed by a company to its creditors.
- Accounts Receivable: The amount a company is owed by its clients.
- Assets: The value of everything a company owns and uses to conduct its business.
- Balance Sheet: A snapshot of a company's assets, liabilities and owner's equity at a given moment.

Say

- Tell the participants about the CRM. CRM stands for Customer Relationship Management. Originally the expression Customer Relationship Management meant managing one's relationship with customers. However, today it refers to IT systems and software designed to help companies manage their relationships.

Elaborate

The Need for CRM

The better a company can manage its relationships with its customers, the higher the chances of the company's success. For any entrepreneur, the ability to successfully retain existing customers and expand the enterprise is paramount. This is why IT systems that focus on addressing the problems of dealing with customers on a daily basis are becoming more and more in demand.

Customer needs change over time, and technology can make it easier to understand what customers really want. This insight helps companies to be more responsive to the needs of their customers. It enables them to modify their business operations when required, so that their customers are always served in the best manner possible. Simply put, CRM helps companies recognize the value of their clients and enables them to capitalize on improved customer relations.

Benefits of CRM

CRM has a number of important benefits:

- It helps improve relations with existing customers which can lead to:
- Increased sales
- Identification of customer needs
- Cross-selling of products
- It results in better marketing of one's products or services
- It enhances customer satisfaction and retention
- It improves profitability by identifying and focusing on the most profitable customers

Say

- Tell the participants about the Networking. In business, networking means leveraging your business and personal connections in order to bring in a regular supply of new business. This marketing method is effective as well as low cost. It is a great way to develop sales opportunities and contacts.

Elaborate

Tell them – Networking can be based on referrals and introductions, or can take place via phone, email, and social and business networking websites.

The Need for Networking

Networking is an essential personal skill for business people, but it is even more important for entrepreneurs. The process of networking has its roots in relationship building. Networking results in greater communication and a stronger presence in the entrepreneurial ecosystem. This helps build strong relationships with other entrepreneurs.

Business networking events held across the globe play a huge role in connecting like-minded entrepreneurs who share the same fundamental beliefs in communication, exchanging ideas and converting ideas into realities. Such networking events also play a crucial role in connecting entrepreneurs with potential investors. Entrepreneurs

may have vastly different experiences and backgrounds but they all have a common goal in mind – they all seek connection, inspiration, advice, opportunities and mentors. Networking offers them a platform to do just that.

Networking offers numerous benefits for entrepreneurs. Some of the major benefits are:

- Getting high quality leads
- Increased business opportunities
- Good source of relevant connections
- Advice from like-minded entrepreneurs
- Gaining visibility and raising your profile
- Meeting positive and enthusiastic people
- Increased self-confidence
- Satisfaction from helping others
- Building strong and lasting friendships

Say

- Tell the participants about the Business Plans. Setting goals is important because it gives you long-term vision and short-term motivation. Goals can be short term, medium term and long term.

Elaborate

Tell them – Short-Term Goals

- These are specific goals for the immediate future. Example: Repairing a machine that has failed. Medium-Term Goals
- These goals are built on your short term goals.
- They do not need to be as specific as your short term goals.

Example: Arranging for a service contract to ensure that your machines don't fail again.

Long-Term Goals

These goals require time and planning. They usually take a year or more to achieve.

Example: Planning your expenses so you can buy new machinery

Why Create a Business Plan

A business plan is a tool for understanding how your business is put together. It can be used to monitor progress, foster accountability and control the fate of the business. It usually offers a 3-5 year projection and outlines the plan that the company intends to follow to grow its revenues. A business plan is also a very important tool for getting the interest of key employees or future investors. A business plan typically comprises of eight elements.

Say

- Tell the participants about the Elements of a Business Plans. The executive summary follows the title page. The summary should clearly state your desires as the business owner in a short and businesslike way. It is an overview of your business and your plans. Ideally this should not be more than 1-2 pages.

Elaborate

Tell them – Your Executive Summary should include:

- The Mission Statement: Explain what your business is all about.
- Example: Nike’s Mission Statement
- Nike’s mission statement is “To bring inspiration and innovation to every athlete in the world.”
- Company Information: Provide information like when your business was formed, the names and roles of the founders, the number of employees, your business location(s) etc.
- Growth Highlights: Mention examples of company growth. Use graphs and charts where possible.
- Your Products/Services: Describe the products or services provided.
- Financial Information: Provide details on current bank and investors.
- Summarize future plans: Describe where you see your business in the future.

Say

- Tell the participants what Information Should Entrepreneurs Offer Banks for Funding. When approaching a bank, entrepreneurs must have a clear idea of the different criteria that banks use to screen, rate and process loan applications. Entrepreneurs must also be aware of the importance of providing banks with accurate and correct information.

Elaborate

Tell them – It is now easier than ever for financial institutions to track any default behaviour of loan applicants. Entrepreneurs looking for funding from banks must provide banks with information relating to their general credentials, financial situation and guarantees or collaterals that can be offered.

General Credentials

This is where you, as an entrepreneur, provide the bank with background information on yourself. Such information includes:

- **Letter(s) of Introduction:** This letter should be written by a respected business person who knows you well enough to introduce you. The aim of this letter is set across your achievements and vouch for your character and integrity.

- **Your Profile:** This is basically your resume. You need to give the bank a good idea of your educational achievements, professional training, qualifications, employment record and achievements.
- **Business Brochure:** A business brochure typically provides information on company products, clients, how long the business has been running for etc.
- **Bank and Other References:** If you have an account with another bank, providing those bank references is a good idea.
- **Proof of Company Ownership or Registration:** In some cases, you may need to provide the bank with proof of company ownership and registration. A list of assets and liabilities may also be required.

Financial Situation

Banks will expect current financial information on your enterprise. The standard financial reports you should be prepared with are:

- Balance Sheet
- Profit-and-Loss Account
- Cash-Flow Statement
- Projected Sales and Revenues
- Business Plan
- Feasibility Study

Guarantees or Collaterals

Usually banks will refuse to grant you a loan without security. You can offer assets which the bank can seize and sell off if you do not repay the loan. Fixed assets like machinery, equipment, vehicles etc. are also considered to be security for loans.

Say

- Tell the participants about the landing criteria of banks.

Elaborate

Tell them – Your request for funding will have a higher chance of success if you can satisfy the following lending criteria:

- Good cash flow
- Adequate shareholders' funds
- Adequate security
- Experience in business
- Good reputation

The Procedure

To apply for funding the following procedure will need to be followed.

- Submit your application form and all other required documents to the bank.
- The bank will carefully assess your credit worthiness and assign ratings by analyzing your business information with respect to parameters like management, financial, operational and industry information as well as past loan performance.
- The bank will make a decision as to whether or not you should be given funding.

Say

- Tell the participants about the Enterprise Management. To manage your enterprise effectively you need to look at many different aspects, right from managing the day-to-day activities to figuring out how to handle a large scale event.

Elaborate

Tell them – Let’s take a look at some simple steps to manage your company effectively.

Step 1: Use your leadership skills and ask for advice when required.

Step 2: Divide your work amongst others – realize that you cannot handle everything yourself.

Step 3: Hire the right people for the job.

Step 4: Motivate your employees and train them well.

Step 5: Train your people to handle your customers well.

Step 6: Market your enterprise effectively.

Say

- Tell the participants about Considering Entrepreneurship.

Elaborate

- Tell them – Questions to Ask Yourself before Considering Entrepreneurship:
- Why am I starting a business?
- What problem am I solving?

- Have others attempted to solve this problem before? Did they succeed or fail?
- Do I have a mentor¹ or industry expert that I can call on?
- Who is my ideal customer²?
- Who are my competitors³?
- What makes my business idea different from other business ideas?
- What are the key features of my product or service?
- Have I done a SWOT⁴ analysis?
- What is the size of the market that will buy my product or service?
- What would it take to build a minimum viable product⁵ to test the market?
- How much money do I need to get started?
- Will I need to get a loan?
- How soon will my products or services be available?
- When will I break even⁶ or make a profit?
- How will those who invest in my idea make a profit?
- How should I set up the legal structure⁷ of my business?
- What taxes⁸ will I need to pay?
- What kind of insurance⁹ will I need?
- Have I reached out to potential customers for feedback

Notes for Facilitation

- Summarise the main points of the unit.
- Ask participants if they have any doubts. Encourage them to ask questions.
- Answer their queries satisfactorily.
- Ask them to answer the questions at the end of unit given in the participant's manual.
- Ensure that every participant answer all questions.



Skill India
कौशल भारत-कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N · S · D · C
National
Skill Development
Corporation

Transforming the skill landscape

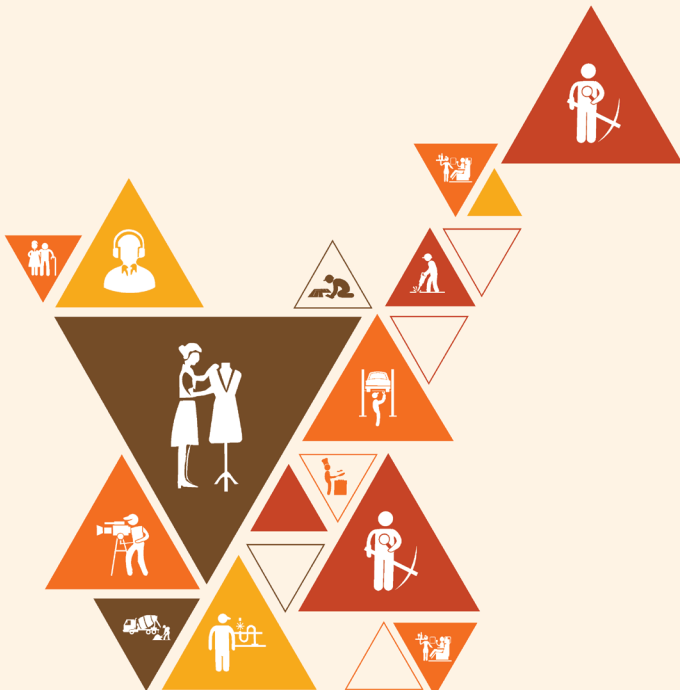


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7. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Domestic Biometric Data Operator		
Qualification Pack Name & Ref. ID	SSC/Q2213		
Version No.	1.0	Version Update Date	31/03/2016
Pre-requisites to Training	10th Standard		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Undertake bio-metric data entry and processing 2. Manage your work to meet requirements 3. Maintain a healthy, safe and secure working environment 		

Sl. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1.	Introduction	Introduction to IT-ITeS Sector	<ul style="list-style-type: none"> Learn about IT-ITeS Sector. Provide an introduction to Training Program. Explain role & responsibilities of a Domestic Biometric Data Operator. 	Bridge Module	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	
2.	Core/Generic Skills	Introduction to Biometrics	<ul style="list-style-type: none"> Provide introduction to Biometrics. Define Computer Management. Define language proficiency. Explain in detail communication skills. Define Customer Management. Explain in detail Interpersonal skills. Explain in detail decision making. Explain in detail Attention to detail. Define problem solving. Define team work. Define anger management. Explain importance of Goal setting. Define hard work. Define work environment. Define good hygiene. 	Bridge Module	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	
			<ul style="list-style-type: none"> Discuss basics of biometrics. Discuss why biometrics is gaining importance. Discuss real world applications of biometrics. 	Bridge Module	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. White Board, Markers and Eraser. Projector with screen. Flip chart with markers. Faculty's PC/ Laptop with latest configuration and internet connection.	
3.	Undertake Biometric Data Entry and Processing	Fundamentals of Biometric Technology	<ul style="list-style-type: none"> Explain basics of biometrics. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Provide a brief overview of biometric fundamentals. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc	4 hours

			<ul style="list-style-type: none"> Explain why biometrics is gaining importance. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Explain real world applications of biometrics. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Define Biometric authentication. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Define fingerprint scanner. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Define two types of iris capturing devices. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> List advantages of face recognition. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Discuss fundamentals of biometric technology. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss procedures and standards in Biometric systems. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss data collection and capture. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss data verification. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	<p>Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools.</p> <p>Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning.</p> <p>Assessment and Test Tools for day to day online Tests and Assessments.</p> <p>Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.</p>	8 hours
			<ul style="list-style-type: none"> Discuss about problem resolution and escalation. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	<p>Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools.</p> <p>Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning.</p> <p>Assessment and Test Tools for day to day online Tests and Assessments.</p> <p>Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.</p>	8 hours

			<ul style="list-style-type: none"> Discuss about documentation management. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss about administrative functions. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss about data management. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss about troubleshooting guide. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Demonstrate method of capturing standardized facial images. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Demonstrate method of capturing 10-prints on live scan sensor and inkpads. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss biometric & sensor technologies with a focus on iris recognition. 	<p>SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.</p>	<ul style="list-style-type: none"> Practical Lab 	<p>Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.</p>	8 hours
			<ul style="list-style-type: none"> Discuss salient features of iris recognition systems. 	<p>SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.</p>	<ul style="list-style-type: none"> Practical Lab 	<p>Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.</p>	8 hours

			<ul style="list-style-type: none"> Demonstrate the method of capturing iris samples using handheld devices. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss advantages and challenges of fingerprint recognition. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss advantages and challenges of iris recognition. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Specify biometric exceptions. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss enrolment procedures of supervised biometric systems. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss biometric standards used in govt. systems. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss the guidelines for capturing facial images. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss guidelines for fingerprint scanning. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss track processing time for each individual. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
			<ul style="list-style-type: none"> Discuss correction process in enrollee's data. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours

			<ul style="list-style-type: none"> Discuss how to safeguard documents. 	SSC/N3023 PC3, PC4, PC7, KA1, KA3, KA5, KB3, KB4, KB5, KB6, KB7, KB8, KB11, KB12.	<ul style="list-style-type: none"> Practical Lab 	Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition, etc. Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning. Assessment and Test Tools for day to day online Tests and Assessments. Projector with screen, Flip chart with markers, Faculty's PC/ Laptop with latest configuration and internet connection, Supporting software / applications for projecting audio, video, recording.	8 hours
4.	Self and Work Management	Know your Work Requirements	<ul style="list-style-type: none"> Know your work requirements. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Learn how to work with appropriate people 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Learn how to maintain confidentiality. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	8 hours
			<ul style="list-style-type: none"> Learn how to manage resources. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	6 hours

			<ul style="list-style-type: none"> Discuss how to meet work requirements. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss how to meet customer requirements. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss how to involve others in your work. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss the purpose of keeping others updated with progress of your work. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss how to maintain confidentiality 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours

			<ul style="list-style-type: none"> Discuss how to utilize resources in a better way to improve work performance. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss how to maintain cleanliness in work area. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss the importance of completing work accurately and how to do this 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss the things that impact resource availability. 	SSC/N9001 PC1, PC2, PC4, PC5, PC6, PC9, KA3, KA4, KA6, KA7, KB3.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	6 hours
5.	Maintain a Healthy, Safe and Secure Working Environment	Organisation's Health, Safety and Security Policies	<ul style="list-style-type: none"> Provide introduction of hazard. Explain different health and safety hazards of workplace. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	5 hours
			<ul style="list-style-type: none"> Explain how to maintain safety. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	5 hours

			<ul style="list-style-type: none"> Discuss legislative requirements and organization's procedures for health, safety and security. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss the role and responsibilities in relation to this. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss emergency procedures for different emergency situations. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Maintain high standards of health, safety and security. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	8 hours
			<ul style="list-style-type: none"> Discuss different emergency procedures for different emergency situations. 	SSC/N9003 PC1, PC2, PC3, PC4, PC6, PC7, KA1, KA2, KA4, KB1.	<ul style="list-style-type: none"> Practical Lab 	Comfortable seats with adequate lighting, controlled temperature and acoustics. Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. White Board, Markers and Eraser.	6 hours

7.	Employability and Entrepreneurship skills	Personal Strengths & Value Systems	<ul style="list-style-type: none"> • Explain the meaning of health • List common health issues • Discuss tips to prevent common health issues • Explain the meaning of hygiene • Understand the purpose of Swacch Bharat Abhiyan • Explain the meaning of habit • Discuss ways to set up a safe work environment • Discuss critical safety habits to be followed by employees • Explain the importance of self-analysis • Understand motivation with the help of Maslow's Hierarchy of Needs • Discuss the meaning of achievement motivation • List the characteristics of entrepreneurs with achievement motivation • List the different factors that motivate you • Discuss how to maintain a positive attitude • Discuss the role of attitude in self-analysis • List your strengths and weaknesses • Discuss the qualities of honest people Describe the importance of honesty in entrepreneurs • Discuss the elements of a strong work ethic • Discuss how to foster a good work ethic • List the characteristics of highly creative people • List the characteristics of highly innovative people • Discuss the benefits of time management 	Bridge Module	<ul style="list-style-type: none"> • Power-point presentation • Facilitator- led - discussion • Audio- visuals Image Practicals 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	4.5 hours
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			<ul style="list-style-type: none"> List the traits of effective time managers Describe effective time management technique Discuss the importance of anger management Describe anger management strategies Discuss tips for anger management Discuss the causes of stress Discuss the symptoms of stress Discuss tips for stress management 				
			<ul style="list-style-type: none"> Demonstrate tips to prevent health issues. Demonstrate safety tips to design a safe workplace. Discuss effective time management techniques. 	Bridge Module	<ul style="list-style-type: none"> Practical Lab 	Workbook exercises on health standards, Laptop, activity on strengths and weaknesses, white board, marker, projector.	4 hours
		Digital Literacy: A Recap	<ul style="list-style-type: none"> Identify the basic parts of a computer Identify the basic parts of a keyboard Recall basic computer terminology Recall basic computer terminology Recall the functions of basic computer keys Discuss the benefits of Microsoft Outlook Discuss the different types of e-commerce List the benefits of e-commerce for retailers and customers Discuss how the Digital India campaign will help boost e-commerce in India Describe how you will sell a product or service on an e-commerce platform 	Bridge Module	<ul style="list-style-type: none"> Power-point presentation Facilitator- led - discussion Audio- visuals Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	1 hour
			<ul style="list-style-type: none"> Demonstrate basic parts of a computer. Demonstrate basic parts of a keyboard. Discuss the main applications of MS Office. 	Bridge Module	<ul style="list-style-type: none"> Practical Lab 	Laptop, white board, marker, projector,CPU, Monitor,keyboard, mouse, MS Office software, E-Wallet soft wares such as Pay TM, SBI buddy etc.	3 hour

		<p>Money Matters</p> <ul style="list-style-type: none"> • Discuss the importance of saving money • Discuss the benefits of saving money • Discuss the main types of bank accounts • Differentiate between fixed and variable costs • Describe the main types of investment options • Describe the different types of insurance products • Describe the different types of taxes • Discuss the main types of electronic funds transfers 	Bridge Module	<ul style="list-style-type: none"> • Power-point presentation • Facilitator- led - discussion • Audio- visuals • Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	6 hours
		<ul style="list-style-type: none"> • Discuss the process of opening a bank account. • Discuss the uses of online banking 	Bridge Module	<ul style="list-style-type: none"> • Practical Lab 	Laptop, white board, marker, projector, Passport, Driving License, Voter ID card, PAN card, Aadhaar card, sample KYC document, bank opening form (can be downloaded from the Internet).	2 hours
		<p>Preparing for Employment and Self Employment</p> <ul style="list-style-type: none"> • Discuss the steps to prepare for an interview • Discuss the steps to create an effective Resume • Discuss the most frequently asked interview questions • Discuss basic workplace terminology 	Bridge Module	<ul style="list-style-type: none"> • Power-point presentation • Facilitator- led - discussion • Audio- visuals • Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	2 hours
		<ul style="list-style-type: none"> • Role play how to prepare for an interview. • Discuss how to answer the most frequently asked interview questions 	Bridge Module	<ul style="list-style-type: none"> • Practical Lab 	Laptop, white board, marker, projector, sample CVs, Mock interviews, role plays, role play briefs, FAQs, quiz on basic workplace technologies.	4 hours

		<p>Understanding Entrepreneurship</p>	<ul style="list-style-type: none"> • Discuss the concept of entrepreneurship • Discuss the importance of entrepreneurship • Describe the characteristics of an entrepreneur • Describe the different types of enterprises • List the qualities of an effective leader • Discuss the benefits of effective leadership • List the traits of an effective team • Discuss the importance of listening effectively • Discuss how to listen effectively • Discuss the importance of speaking effectively • Discuss how to speak effectively • Discuss how to solve problems • List important problem solving traits • Discuss ways to assess problem solving skills • Discuss the importance of negotiation • Discuss how to negotiate • Discuss how to identify new business opportunities • Discuss how to identify business opportunities within your business • Understand the meaning of entrepreneur • Describe the different types of entrepreneurs • List the characteristics of entrepreneurs • Recall entrepreneur success stories • Discuss the entrepreneurial process • Describe the entrepreneurship ecosystem • Discuss the government's role in the entrepreneurship ecosystem • Discuss the current entrepreneurship ecosystem in India • Understand the purpose of the Make in India campaign • Discuss the relationship between entrepreneurship and risk appetite • Discuss the relationship between entrepreneurship and resilience • Describe the characteristics of a resilient entrepreneur • Discuss how to deal with failure 	<p>Bridge Module</p>	<ul style="list-style-type: none"> • Power-point presentation • Facilitator- led - discussion • Audio- visuals • Images 	<p>Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.</p>	<p>2.5 hours</p>
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			<ul style="list-style-type: none"> • Role play how to listen effectively. • Role play how to speak effectively. • Role play how to negotiate. 	Bridge Module	<ul style="list-style-type: none"> • Practical Lab 	Laptop, white board, marker, projector, SWOT activity: pen and paper individual exercise, charts, coloured pens, Group Activity: poster making on entrepreneurship ecosystem. Activity: SMART Goal writing.	4.5 hours
	Preparing to be an Entrepreneur		<ul style="list-style-type: none"> • Discuss how market research is carried out • Describe the 4 Ps of marketing • Discuss the importance of idea generation • Recall basic business terminology • Discuss the need for CRM • Discuss the benefits of CRM • Discuss the need for networking • Discuss the benefits of networking • Understand the importance of setting goals • Differentiate between short-term, medium-term and long-term goals • Explain the financial planning process • Discuss ways to manage your risk • Discuss how to manage your own enterprise 	Bridge Module	<ul style="list-style-type: none"> • Power-point presentation • Facilitator- led - discussion • Audio- visuals • Images 	Available Objects such as a book, pen, duster, white board, marker, Computer, Projector etc.	2.5 hours
			<ul style="list-style-type: none"> • Discuss how to write a business plan. • Discuss the procedure and formalities for applying for bank finance • List and discuss important questions that every entrepreneur should ask before starting an enterprise. 	Bridge Module	<ul style="list-style-type: none"> • Practical Lab 	Laptop, white board, marker, projector, SWOT activity: pen and paper individual exercise, charts, coloured pens, Group Activity: poster making on entrepreneurship ecosystem. Activity: SMART Goal writing.	4.5 hours
Total Duration							440 hours

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Domestic Biometric Data Operator	
Job Role	Domestic Biometric Data Operator
Qualification Pack	SSC/Q2213
Sector Skill Council	IT-ITES
Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2	The assessment will be conducted online through assessment providers authorised by SSC.
3	Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4	To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5	In case a trainee passes one or more but not all NOSs, the trainee is eligible to take subsequent assessment on the balance NOSs to pass the QP.
6	For more and latest details on the assessment criteria, please visit www.sscnasscom.com .

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Marks Allocation	
				Theory	Skills Practical
1. SSC/N3023 (Undertake Bio-Metric data entry and processing.)	PC1. collect and enter data from hand-written applications of individuals into a customized computer program	120	5	0	5
	PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.		5	0	5
	PC3. ensure proper capture of facial expression and iris of individuals		35	10	25
	PC4. ensure proper capture of fingerprint data of individuals		15	5	10
	PC5. track processing time for each individual		2.5	2.5	0
	PC6. review and verify captured biometric data of individuals by interacting with supervisor		2.5	0	2.5
	PC7. ensure all biometric documentation is complete and in the appropriate order		5	0	5
	PC8. ensure proper safeguarding of all documents		2.5	2.5	0
	PC9. assist individuals with routine questions. refers less routine questions and problems to the supervisor		2.5	0	2.5

	PC10. compare transcribed data, as displayed on a visual screen, with the source document and corrects any errors		5	0	5
	PC11. obtain help or advice from appropriate people if the problem is outside his/her area of competence or experience		5	0	5
	PC12. determines the cause of error message while entering data and makes appropriate corrections		5	0	5
	PC13. perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print		2.5	0	2.5
	PC14. maintains files of source documents or other information relative to data entered;		5	5	0
	PC15. performs various related functions to insure that the computer is maintained in a neat and orderly manner		10	10	0
	PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)		2.5	0	2.5
	PC17. perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers		2.5	0	2.5
	PC18. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents		7.5	0	7.5
		Total	120	35	85
2. SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people		10	5	5
	PC2. keep your immediate work area clean and tidy		5	0	5
	PC3. utilize your time effectively		5	5	0
	PC4. use resources correctly and efficiently		5	2.5	2.5
	PC5. treat confidential information correctly	40	5	0	5
	PC6. work in line with your organization's policies and procedures		2.5	0	2.5
	PC7. work within the limits of your job role		2.5	0	2.5
	PC8. obtain guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. ensure your work meets the agreed requirements		2.5	0	2.5
		Total	40	12.5	27.5
4.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	40	10	5	5

Criteria for Assessment of Trainees

	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		10	5	5
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		5	0	5
	PC5. follow your organization’s emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		2.5	0	2.5
	PC7. complete any health and safety records legibly and accurately		2.5	0	2.5
		Total	40	10	30



Skill Council for Persons with Disability

Sector Skill Council Contact Details:

Address: 501, City Centre, Plot No. 5 Sector 12 Dwarka New Delhi - 110075

Website: www.scpwd.in

Phone: 01120892791

Price: ₹