Digital Literacy/IT Office Assistant

45 Hours Training Program - Digital Sector

Teaching - Learning Material

Project Implementation Unit

Department of Mechatronics, University of Engineering and Technology, Peshawar

DIGITAL LITERACY/IT OFFICE ASSISTANT

(Fast-Track & Skill-Oriented Training Program)

TEACHING & LEARNING MATERIALS

University of Engineering & Technology, Peshawar

1. Training Salient:

Entry Requirements	**Minimum Qualification**: Middle **Prerequisite**: Basic Computer Literacy
Total Training Hours	45 Hours
Training Methodology	**Theory**: 9 Hours (20%) **Practical**: 36 Hours (80%)
Medium of Instruction & Assessment	English, Urdu, & Pushto

2. Training Objectives:

Upon completion, trainees will be able to:
- Use essential Microsoft Office applications (Word, Excel, PowerPoint).
- Handle email communication and internet browsing professionally.
- Manage files, folders, PDF, printing, scanning, and media files.
- Conduct virtual meetings using tools like Zoom, Microsoft Teams, and Google Meet.
- Format documents, analyze data in Excel, and prepare presentations.
- Perform basic database operations using MS Access.

3. Training Learning Outcomes (TLOs):

- **TLO 1:** Use essential Microsoft Office applications (Word, Excel, PowerPoint) and handle email communication professionally.
- **TLO 2:** Conduct virtual meetings using tools like Zoom, Microsoft Teams, and Google Meet.

4. Job Opportunities:

After completing the training, trainees can pursue roles such as:
- Office Assistant / IT Assistant
- Data Entry Operator
- Front Desk Officer / Admin Support
- Computer Operator
- Virtual Assistant
- Customer Support Executive
- Documentation Assistant
- Online Freelancer (Upwork, Fiverr)

5. Training Materials / Resources:

Category	Items
Consumables	- A4 paper, folders, USBs, printed handouts, stationary
Non-Consumables	- Desktop PCs/Laptops with MS Office, Zoom, Google Chrome, Google Meet, Microsoft Teams - High-resolution projector & screen - Whiteboard & markers - Internet access (Wi-Fi) - Printer, scanner - Evaluation setup

6. Training Curriculum / Schedule:

Sr. No.	Training Module	Learning Units	Theory/ Practical (Hrs)
1	**M 1.1:** Health & Safety **Objective:** Develop awareness and practices to ensure personal and workplace safety, recognize hazards, and respond effectively to emergencies.	**LU 1.1.1: Introduction to Safety** **Learning Objectives** **Trainee will be able to:** • Explain why safety is important in every environment, including training rooms and workplaces. • Recognize that safety is a shared responsibility of everyone. • Follow safety instructions, signs, and rules effectively. **Knowledge / Content** Safety is about **preventing accidents before they happen**. In a training room, this means ensuring that simple practices—like keeping cables untangled, not eating or drinking near laptops, and using equipment properly—help avoid major risks. Safety is not just physical but also digital. Just as helmets protect motorcyclists, strong passwords, and safe browsing protect digital environments. Key messages to emphasize: • **Why Safety Matters:** Protects people, equipment, time, and builds confidence. • **Shared Responsibility:** Everyone, not just the trainer, must stay alert and proactive. • **Rules & Instructions:** Signs, rules, and trainer guidance exist to prevent harm. **Skills / Practical Tasks** • **Activity 1 (Observation Walk):** Trainees walk around the room and identify at least 3 safety risks (e.g., loose wires, spilled water, overloaded sockets). • **Activity 2 (Discussion):** Each trainee shares one unsafe practice they have seen and describes its possible consequences. • **Activity 3 (Digital Safety Demo):** Show a phishing email or suspicious link and ask trainees to point out warning signs. **Trainer's Notes** • Start with an **icebreaker**: "What is the most dangerous accident you've ever seen at school, work, or home?" • Show visuals: compare a messy desk vs. an organized desk. • Reinforce the core message: **"Safety = Prevention."** • Make a clear analogy: physical helmets = digital strong passwords.	1 Hr (Th/Pr)

- Encourage trainees to take initiative—remind them safety is everyone's duty.

Assessment Criteria
- Trainee can define safety in their own words.
- Trainee identifies at least 2 unsafe practices in the classroom.
- Trainee explains why safety is important in both physical and digital environments.

LU 1.1.2: Personal Safety Practices

Learning Objectives
Trainee will be able to:
- Describe the importance of personal hygiene and cleanliness in a workplace or training setting.
- Identify appropriate clothing and protective items required for safe participation.
- Demonstrate how to maintain a clean, organized, and safe workspace.

Knowledge / Content
Personal safety practices are the **foundation of workplace readiness**. They protect not only the individual but also others around them. Trainers should stress that being mindful of clothing, hygiene, and workspace cleanliness reduces risks and increases productivity.
Key principles include:
- **Clothing & Protective Gear:** Wear suitable clothes (e.g., avoid loose sleeves near machines, use protective glasses if needed).
- **Personal Hygiene:** Good hygiene prevents illness and maintains a professional environment.
- **Workspace Cleanliness:** An organized desk reduces accidents, keeps equipment safe, and supports efficiency.

Skills / Practical Tasks
- **Activity 1 (Demonstration):** Trainer demonstrates correct sitting posture at the workstation (chair height, screen distance, wrist angle). Trainees practice adjusting their setup.
- **Activity 2 (Group Checklist):** In groups, trainees create a checklist of personal safety habits (e.g., washing hands, keeping water bottles away from laptops, not cluttering desks).
- **Activity 3 (Case Review):** Show photos of safe vs. unsafe clothing/equipment and ask trainees to identify the differences.

		Trainer's Notes • Link personal safety to **professional image**: clean, organized trainees are more confident and respected. • Use **visual aids**: posters showing "Do's and Don'ts" for clothing and hygiene. • Encourage trainees to **remind each other**— peer responsibility builds safer habits. • Highlight real-life examples: how ignoring simple safety practices led to accidents or health issues. **Assessment Criteria** • Trainee lists at least 3 personal safety practices. • Trainee explains why clothing and hygiene matter in a training/workplace environment. • Trainee demonstrates correct workstation posture and desk setup. **LU 1.1.3: Hazard Awareness** **Learning Objectives** **Trainee will be able to:** • Define what a hazard is in workplace and training environments. • Identify common hazards such as slips, trips, electrical risks, tools, and stress. • Demonstrate how to report unsafe conditions immediately. **Knowledge / Content** A **hazard** is anything with the potential to cause harm — whether to people, equipment, or the environment. Trainers should stress that recognizing hazards early prevents accidents and costly mistakes. Types of hazards to highlight: • **Physical Hazards:** Slips, trips, falls, sharp edges, exposed wires. • **Electrical Hazards:** Overloaded sockets, damaged cables, wet areas near equipment. • **Tool Hazards:** Misuse of design tools (e.g., paper cutters, printers). • **Ergonomic Hazards:** Poor posture, prolonged sitting, eye strain. • **Psychological Hazards:** Stress, fatigue, or lack of attention. Reporting hazards is not about blame — it is about **prevention**. Encourage trainees to immediately inform the trainer/supervisor when they notice unsafe conditions.	

Skills / Practical Tasks

- **Activity 1 (Hazard Hunt):** Divide trainees into pairs. Ask them to identify at least 3 hazards in the training room and suggest solutions.
- **Activity 2 (Case Study):** Present a short accident scenario (e.g., a spill near a socket). Ask: *What went wrong? How could it have been avoided?*
- **Activity 3 (Stress Awareness):** Lead a short discussion on how mental stress can also be a hazard (e.g., rushing through tasks leads to mistakes).

Trainer's Notes

- Reinforce that **hazards are not always obvious** — sometimes they are hidden or develop slowly (like eye strain).
- Use real-life examples from workplaces (e.g., stories of accidents caused by ignored hazards).
- Encourage a **"See something, say something"** culture.
- Remind trainees that hazard awareness applies both in **physical spaces and digital workspaces** (e.g., downloading unsafe files is also a hazard).

Assessment Criteria

- Trainee can define a hazard in their own words.
- Trainee identifies at least 3 different hazards from a list or real environment.
- Trainee explains the importance of reporting hazards promptly.

LU 1.1.4: Emergency Preparedness

Learning Objectives
Trainee will be able to:

- Explain the importance of staying calm during emergencies.
- Identify exits, safe areas, and emergency equipment in the training environment.
- Follow trainer/supervisor guidance during emergencies.
- Demonstrate basic response steps in case of fire, electrical failure, or other incidents.

Knowledge / Content
Emergencies are unexpected situations that require quick, organized responses to minimize harm. Preparedness means knowing what to do **before** an emergency happens.
Key areas to emphasize:

| | | • **Stay Calm:** Panic causes confusion and increases risks.
• **Know Escape Routes:** Always be aware of nearest exits and assembly points.
• **Emergency Equipment:** Fire extinguishers, alarms, and first-aid kits should be located and understood.
• **Follow Guidance:** Always follow the instructions of trainers or supervisors who are responsible for leading evacuation.
• **Types of Emergencies:** Fire, power failure, natural disasters, medical emergencies, digital security breaches.

Skills / Practical Tasks
• **Activity 1 (Evacuation Drill):** Conduct a mock drill where trainees practice leaving the room quickly, calmly, and assembling at a safe point.
• **Activity 2 (Equipment Familiarization):** Show trainees where the fire extinguisher, alarm, and first-aid kit are located. Explain their basic use.
• **Activity 3 (Scenario Role-Play):** Present a scenario (e.g., sudden blackout or a laptop catching fire). Trainees discuss step-by-step how they would respond.

Trainer's Notes
• Keep a **floor map** handy with exits and safe areas clearly marked.
• Reinforce that preparedness is about **prevention and practice**, not panic.
• Use real stories of workplace emergencies to highlight the importance of readiness.
• Involve trainees actively — let them lead parts of the drill to build confidence.
• Connect digital emergencies (e.g., cyberattacks) with physical emergencies — both require calm and planned responses.

Assessment Criteria
• Trainee identifies at least 2 exit routes or safe areas in the training facility.
• Trainee demonstrates knowledge of emergency equipment location and purpose.
• Trainee explains why calmness and following instructions are critical in emergencies.
LU 1.1.5: Basic First Aid Awareness

Learning Objectives
Trainee will be able to:
• Identify the location and importance of the first aid kit in the training environment. | |

| | | • Provide simple care for minor injuries such as cuts, burns, or sprains.
• Recognize when and how to seek professional medical help.

Knowledge / Content
First aid is the **immediate care given to someone who is injured or suddenly ill** before professional medical help is available. Trainers should emphasize that **basic awareness saves lives** and prevents minor injuries from becoming serious.
Key points to cover:
• **First Aid Kit:** Location, contents, and basic uses (e.g., bandages, antiseptic, scissors, gloves).
• **Minor Injuries:** Cleaning and covering small cuts, treating minor burns with cool water, resting sprained joints.
• **When to Seek Help:** For major injuries, breathing difficulties, unconsciousness, or heavy bleeding, call emergency services immediately.
• **Personal Safety:** Always protect yourself (e.g., wear gloves) before helping others.

Skills / Practical Tasks
• **Activity 1 (Kit Familiarization):** Show trainees the actual first aid kit, explain each item, and its use.
• **Activity 2 (Role-Play):** Simulate a minor cut or burn and let trainees practice the steps: clean, cover, and comfort.
• **Activity 3 (Decision-Making Game):** Give different scenarios (e.g., nosebleed, fainting, deep cut) and ask trainees whether to treat onsite or call for medical help.

Trainer's Notes
• Keep demonstrations **simple and safe** — avoid complex medical techniques.
• Stress that trainees are **not doctors**: their role is to provide temporary, safe care until help arrives.
• Use visuals, props, or even sample first aid kits for practical engagement.
• Remind trainees about **digital first aid** too — e.g., how to react when encountering malware or phishing (disconnect, report, seek expert help).
• Encourage calmness and teamwork in emergencies.

Assessment Criteria
• Trainee can identify at least 3 items in a first aid kit and their uses. | |

		• Trainee demonstrates the correct procedure for treating a minor cut or burn. • Trainee explains when professional medical help must be called.	

	M 1.2:
	Computer & Digital Essentials
	
	Objective: Gain essential digital literacy by learning the basics of computers, file and folder management, cloud storage, and using common devices like printers and scanners.
		LU 1.2.1: Introduction to Computers & Peripherals
		
		Learning Objectives
		Trainee will be able to:
		• Define a computer and explain its basic functions.
		• Identify different types of computers (desktop, laptop, tablet).
		• Recognize common peripherals and their purposes.
		• Understand the role of computers in office and professional environments.
		
		Knowledge / Content
		• **Introduction to Computers:**
		   o Definition: Electronic devices that process data into information.
		   o Functions: Input, process, output, and storage.
		   o Types: Desktop, laptop, tablet, server, mainframe.
		• **Computer Components:**
		   o **Hardware:** CPU, RAM, motherboard, storage devices.
		   o **Software:** System software (OS), application software (office apps, browsers).
		• **Peripherals:**
		   o **Input Devices:** Keyboard, mouse, scanner, webcam.
		   o **Output Devices:** Monitor, printer, speakers.
		   o **Storage & Other Devices:** USB drives, external HDD, network devices.
		• **Computer Use in Offices:**
		   o Data management, documentation, communication, presentations, online research.
		
		Skills / Practical Tasks
		• Activity 1 (Icebreaker): Identify all parts of a desktop/laptop in the classroom.
		• Activity 2 (Hands-On): Connect and test peripherals like printer, scanner, and USB drives.
		• Activity 3 (Discussion): Trainees explain scenarios where each peripheral is used in daily office work.
			2 Hrs (Th)
			6 Hrs (Pr)

Trainer's Notes
- Use actual devices for demonstration whenever possible.
- Relate peripherals to practical office tasks (e.g., scanning documents, printing reports).
- Highlight the difference between input and output devices.
- Encourage trainees to ask questions about unfamiliar components.

Assessment Criteria
- Trainee identifies at least 3 types of computers.
- Trainee lists at least 5 common peripherals with their functions.
- Trainee demonstrates basic connection and use of at least 2 peripherals.

LU 1.2.2: Folder Management, File Formats, PDF, ZIP, Cloud Storage (Google Drive/ OneDrive)

Learning Objectives
Trainee will be able to:
- Understand folder and file organization principles.
- Identify common file formats and their uses (e.g., DOCX, XLSX, PDF, JPG, PNG, ZIP).
- Learn how to compress files into ZIP format.
- Understand the basics of cloud storage and use Google Drive / OneDrive for file management.

Knowledge / Content
- **Folder & File Management:**
  - Creating, renaming, moving, and deleting folders and files.
  - Best practices: hierarchical structure, descriptive file names, version control.
- **Common File Formats:**
  - **Document:** DOCX, TXT, PDF.
  - **Spreadsheet:** XLSX, CSV.
  - **Image:** JPG, PNG, GIF.
  - **Compressed:** ZIP, RAR.
- **PDF & ZIP Files:**
  - PDF: Read-only format for documents, ensures consistent layout.
  - ZIP: Compression format to combine multiple files and reduce size.
- **Cloud Storage:**
  - **Google Drive / OneDrive:** Upload, download, share, and collaborate on files.

| | | o Access from multiple devices and platforms. | |
| | | o Setting permissions (view, edit, comment). | |

Skills / Practical Tasks
- Activity 1: Create a folder structure for a mock office project.
- Activity 2: Save documents in different file formats (DOCX, PDF, XLSX).
- Activity 3: Compress files into a ZIP folder and extract them.
- Activity 4: Upload files to Google Drive / OneDrive, share with peers, and set permissions.

Trainer's Notes
- Emphasize consistent and logical folder naming conventions.
- Demonstrate converting documents to PDF and compressing multiple files.
- Show cloud storage features like sharing links and access levels.
- Encourage trainees to practice uploading and organizing files in cloud storage.

Assessment Criteria
- Trainee creates organized folder structures with descriptive names.
- Trainee identifies at least 5 common file formats and their uses.
- Trainee successfully compresses files into ZIP and extracts them.
- Trainee uploads and shares files in Google Drive / OneDrive with correct permissions.

LU 1.2.3: Printer, Scanner, Screenshot

Learning Objectives
Trainee will be able to:
- Understand the basic functions of printers and scanners.
- Learn how to operate a printer and scanner in an office environment.
- Capture screenshots and use them in documents and presentations.
- Recognize practical use cases for printing, scanning, and screenshots.

Knowledge / Content
- **Printers:**
  - o Types: Inkjet, Laser, All-in-One.
  - o Functions: Printing documents, photos, double-sided printing.
  - o Maintenance basics: replacing ink/toner, clearing paper jams.

| | | • **Scanners:**
    ○ Types: Flatbed, sheet-fed, multifunction devices.
    ○ Scanning formats: PDF, JPG, PNG.
    ○ Adjusting resolution and settings for different purposes.
• **Screenshots:**
    ○ Capturing full screen, active window, or selected area.
    ○ Using built-in tools (Snipping Tool, Print Screen, Snip & Sketch).
    ○ Practical applications: documentation, presentations, troubleshooting, emails.

Skills / Practical Tasks
• Activity 1: Print a sample document and adjust print settings (size, orientation, pages).
• Activity 2: Scan a document or image and save it in PDF/JPG format.
• Activity 3: Capture screenshots of different areas on the computer screen and paste them into a Word document.
• Activity 4: Practice combining scanned files and screenshots into a single document for sharing.

Trainer's Notes
• Demonstrate printer and scanner operations step by step.
• Encourage trainees to check printer/scanner connections and settings before use.
• Show shortcuts for quick screenshots.
• Highlight common troubleshooting tips (paper jams, low ink, scanning errors).

Assessment Criteria
• Trainee prints a document correctly with desired settings.
• Trainee scans a document and saves it in correct format.
• Trainee captures and inserts screenshots into a document accurately.
• Trainee demonstrates proper handling of printer and scanner equipment. | |

Capstone Task: Create a well-organized folder system, perform ZIP, scan & print tasks

Learning Objectives
Trainee will be able to:
- Apply folder and file management skills to organize office data efficiently.
- Use compression (ZIP) to bundle multiple files.
- Demonstrate proper use of office peripherals: scanner and printer.
- Integrate screenshots and scanned documents into organized digital files.

Knowledge / Content
- **Folder & File Organization:**
    - Structuring folders for projects, clients, or departments.
    - Naming conventions for easy retrieval.
- **ZIP Files:**
    - Creating and extracting compressed folders.
    - Reducing file size for sharing or storage.
- **Scanner & Printer Use:**
    - Scanning documents to PDF or image files.
    - Printing documents with correct layout and settings.
- **Screenshots:**
    - Capturing and saving screen content for documentation.
    - Combining screenshots and scanned files in a single document.

Skills / Practical Tasks
- Activity 1: Create a complete folder structure for a mock office project with subfolders.
- Activity 2: Save files in multiple formats (PDF, DOCX, XLSX) and compress them into a ZIP folder.
- Activity 3: Scan documents and images, organize them into folders.
- Activity 4: Print selected documents with correct settings and orientation.
- Activity 5: Capture screenshots and integrate them with scanned files into a report or project folder.

Trainer's Notes
- Monitor trainees to ensure folder naming is logical and consistent.
- Demonstrate scanning, printing, and ZIP processes before learners attempt them.
- Encourage attention to detail when combining files for the final project.
- Highlight common errors: wrong print orientation, ZIP extraction issues, disorganized folder placement.

Assessment Criteria
- Trainee creates a fully organized folder system.
- Trainee successfully compresses and extracts files using ZIP.
- Trainee scans and prints documents correctly.
- Trainee captures and integrates screenshots effectively into documents.
- Overall project demonstrates attention to detail, organization, and practical application of skills.

| 2 | **M 2:** Operating Systems, Email & Internet

Objective: Develop the ability to install and configure operating systems, manage user accounts and security, and effectively use email, browsers, and online tools. | **LU 2.1:** Install OS & Drivers

Learning Objectives
Trainee will be able to:
- Understand the purpose of an operating system (OS) and device drivers.
- Learn the process of installing a Windows OS (or other office-standard OS).
- Install necessary drivers for hardware components and peripherals.
- Ensure the system is ready for office tasks with functional hardware and software.

Knowledge / Content
- **Operating System (OS):** | 1 Hr (Th)
7 Hrs (Pr) |

- o Definition and role: managing hardware, software, and user interactions.
- o Examples: Windows 10/11, Linux, macOS.
- o Basic OS setup and configuration: region, language, user accounts.
- **Device Drivers:**
  - o Definition: software that allows hardware to communicate with OS.
  - o Types: printer, scanner, graphics, audio, network drivers.
  - o Installation methods: manual, automatic via OS, manufacturer software.
- **System Readiness:**
  - o Checking hardware compatibility before installation.
  - o Updating OS and drivers after installation.
  - o Troubleshooting common installation issues.

Skills / Practical Tasks
- Activity 1: Boot a PC from installation media and perform OS installation.
- Activity 2: Configure basic OS settings (time zone, language, user accounts).
- Activity 3: Identify missing drivers and install them manually or using auto-update tools.
- Activity 4: Test hardware functionality after driver installation (keyboard, mouse, printer, network).

Trainer's Notes
- Demonstrate OS installation in a controlled environment first.
- Stress importance of backing up data before installation.
- Highlight differences between automatic and manual driver installation.
- Encourage learners to troubleshoot errors with guided support.

Assessment Criteria
- Trainee successfully installs the OS on a test machine.
- Trainee installs essential hardware drivers correctly.
- Trainee configures basic OS settings appropriately.
- Trainee verifies hardware functionality after installation.

		LU 2.2: Create User Accounts & Configure Defender
		
		Learning Objectives
		Trainee will be able to:
		• Understand the importance of user accounts and permissions in an office environment.
		• Learn to create and manage multiple user accounts on Windows OS.
		• Configure Windows Defender (or equivalent antivirus) to protect the system.
		• Implement basic security measures for safe computing.
		
		Knowledge / Content
		• **User Accounts:**
		   o Types: Administrator, Standard, Guest.
		   o Purpose: controlling access, protecting data, and maintaining system integrity.
		   o User account management: create, modify, delete, password settings.
		• **Windows Defender / Antivirus:**
		   o Role: real-time protection against malware, spyware, and viruses.
		   o Basic settings: scanning schedules, exclusions, updates.
		   o Monitoring security reports and resolving threats.
		• **Office Security Practices:**
		   o Strong passwords and multi-factor authentication.
		   o Avoiding suspicious downloads and email attachments.
		   o Regular system updates for OS and software.
		
		Skills / Practical Tasks
		• Activity 1: Create multiple user accounts with different access levels.
		• Activity 2: Set or reset passwords for user accounts.
		• Activity 3: Configure Windows Defender settings (full scan, real-time protection, scheduled scan).
		• Activity 4: Simulate resolving a detected threat or malware warning.
		
		Trainer's Notes
		• Explain why different account types are important for office security.
		• Demonstrate Windows Defender features step by step.
		• Emphasize safe computing habits alongside technical skills.	

- Encourage trainees to explore account settings and security dashboards.

Assessment Criteria
- Trainee creates and configures user accounts correctly.
- Trainee sets secure passwords and understands account permissions.
- Trainee configures Windows Defender with appropriate settings.
- Trainee demonstrates awareness of basic security best practices.

LU 2.3: Email, Browsing & Downloads, Knowledge of other Email Clients

Learning Objectives
Trainee will be able to:
- Understand the basics of email communication and etiquette.
- Learn to set up, send, receive, and manage emails.
- Use web browsers efficiently for research and office tasks.
- Download files safely and manage downloaded content.
- Gain awareness of alternative email clients and their features (e.g., Outlook, Thunderbird, Gmail).

Knowledge / Content
- **Email Basics:**
  - Components: Inbox, Sent, Drafts, CC, BCC, Attachments.
  - Composing professional emails: subject line, body, signature, attachments.
  - Email etiquette: clarity, conciseness, polite language.
- **Web Browsing:**
  - Popular browsers: Chrome, Edge, Firefox.
  - Search engines and effective search techniques.
  - Bookmarking, history, and managing tabs.
- **Downloads:**
  - Safe download practices: verifying sources, file types.
  - Organizing downloaded files in folders.
- **Other Email Clients:**
  - Microsoft Outlook: integration with calendars, tasks, contacts.
  - Mozilla Thunderbird: open-source features and add-ons.

o Gmail Web & App: labels, filters, and priority inbox.

Skills / Practical Tasks
- Activity 1: Compose and send a professional email with CC/BCC and attachment.
- Activity 2: Search for a topic online using advanced search operators.
- Activity 3: Download a file safely, verify it, and save in an organized folder.
- Activity 4: Explore basic features of another email client (e.g., Outlook or Thunderbird) and send a test email.

Trainer's Notes
- Emphasize clarity, conciseness, and professionalism in email communication.
- Demonstrate safe browsing and downloading practices to avoid malware.
- Compare different email clients, highlighting pros and cons.
- Encourage trainees to explore features like filters, labels, and calendar integration.

Assessment Criteria
- Trainee composes and sends an email following professional etiquette.
- Trainee demonstrates effective browsing and safe downloading.
- Trainee organizes downloaded files appropriately.
- Trainee shows basic knowledge of at least one alternative email client.

Capstone Task: Install OS from USB, configure peripheral devices, internet & email setup

Learning Objectives
Trainee will be able to:
- Apply OS installation and configuration skills on a test machine.
- Connect and configure peripheral devices (printer, scanner, USB devices).
- Set up internet access, email accounts, and basic office applications.
- Ensure a fully functional workstation ready for office tasks.

Knowledge / Content
- **OS Installation & Setup:**
  - Booting from USB or installation media.
  - Configuring system settings: language, region, time, user accounts.
  - Installing essential drivers and updates.
- **Peripheral Devices:**
  - Connecting and testing printer, scanner, and other devices.
  - Ensuring correct driver installation for hardware functionality.
- **Internet & Email Setup:**
  - Configuring network settings and Wi-Fi connectivity.
  - Setting up email accounts (Gmail, Outlook, or other clients).
  - Testing sending/receiving emails and attaching files.

		Skills / Practical Tasks • Activity 1: Install OS on a test PC and configure basic settings. • Activity 2: Install drivers for connected peripherals and verify functionality. • Activity 3: Set up an internet connection and test access to websites. • Activity 4: Configure an email account and send a test email with attachment. • Activity 5: Verify workstation readiness for office productivity tasks. **Trainer's Notes** • Ensure trainees follow step-by-step procedures and take notes during the process. • Emphasize the importance of checking hardware compatibility before OS installation. • Highlight troubleshooting tips for network, driver, and email setup issues. • Encourage trainees to simulate real-world office setup scenarios. **Assessment Criteria** • Trainee installs OS and configures system settings successfully. • Trainee connects and verifies peripheral devices correctly. • Trainee sets up internet access and email account accurately. • Workstation is fully functional and ready for office tasks. • Trainee demonstrates understanding of setup process and troubleshooting basics.	

3	**M 3**:
	MS Word & Document Processing, Google Docs
	
	Objective: Acquire skills to create, edit, format, and secure professional documents using MS Word and Google Docs, including tables, references, and page setup.
		LU 3.1: Word Navigation, Editing, Formatting
		
		Learning Objectives
		Trainee will be able to:
		• Navigate Microsoft Word interface effectively.
		• Perform basic editing tasks including cut, copy, paste, undo/redo.
		• Apply formatting to text, paragraphs, and documents for professional presentation.
		• Use styles, bullets, numbering, and alignment features for structured documents.
		
		Knowledge / Content
		• **Word Interface Overview:**
		  o Ribbon, tabs, groups, and Quick Access Toolbar.
		  o Document window, status bar, and navigation pane.
		• **Editing Tools:**
		  o Cut, Copy, Paste, Undo, Redo.
		  o Find & Replace, Select All, Spell Check.
		• **Formatting Tools:**
		  o Font types, sizes, styles (bold, italic, underline).
		  o Paragraph alignment, line spacing, indentation.
		  o Bullets, numbering, and lists.
		  o Using headers, footers, page numbers.
		• **Best Practices:**
			1 Hr (Th)
			7 Hrs (Pr)

o Consistency in formatting for professional documents.
o Using styles for headings and subheadings.

Skills / Practical Tasks
- Activity 1: Open a sample document and navigate through tabs and menus.
- Activity 2: Edit text using cut, copy, paste, undo, and redo.
- Activity 3: Format a document with different fonts, styles, and paragraph alignment.
- Activity 4: Apply bullets, numbering, and headings to organize content.
- Activity 5: Insert headers, footers, and page numbers.

Trainer's Notes
- Demonstrate each feature step by step on projector/screen.
- Encourage trainees to practice shortcuts for efficiency.
- Emphasize clarity and readability in formatting.
- Highlight common mistakes like inconsistent font usage or misaligned paragraphs.

Assessment Criteria
- Trainee navigates Word interface confidently.
- Trainee edits and formats text accurately.
- Trainee applies bullets, numbering, and headings correctly.
- Document demonstrates professional formatting and consistency.

LU 3.2: Tables, Sections, References

Learning Objectives
Trainee will be able to:
- Create and format tables to organize data in Word documents.
- Use sections to manage page layouts and different formatting styles.
- Insert and manage references such as footnotes, endnotes, captions, and citations.
- Apply these tools to produce professional, structured documents.

Knowledge / Content
- **Tables in Word:**
  o Creating tables: Insert Table, Draw Table, Quick Tables.
  o Formatting tables: borders, shading, alignment, and cell merging.

- o Sorting and calculating data in tables.
- **Sections:**
  - o Purpose: Different page layouts in the same document.
  - o Section breaks: Next Page, Continuous, Odd/Even Page.
  - o Applying headers/footers to specific sections.
- **References:**
  - o Footnotes and Endnotes: Purpose and insertion.
  - o Captions for images, charts, and tables.
  - o Citations and Bibliography using Word reference tools.

Skills / Practical Tasks
- Activity 1: Create a table for sample data and format it professionally.
- Activity 2: Insert section breaks to apply different layouts to parts of a document.
- Activity 3: Add headers and footers to specific sections.
- Activity 4: Insert footnotes, endnotes, and captions in a sample report.
- Activity 5: Add citations and generate a bibliography using Word reference tools.

Trainer's Notes
- Demonstrate each feature using real-world examples such as reports, proposals, or invoices.
- Emphasize the importance of organized tables and consistent references.
- Encourage trainees to experiment with table designs and section layouts.
- Highlight shortcuts for inserting references and formatting tables efficiently.

Assessment Criteria
- Trainee creates and formats tables correctly.
- Trainee applies section breaks and manages headers/footers accurately.
- Trainee inserts footnotes, endnotes, captions, and citations correctly.
- Document is structured professionally and demonstrates proper use of tables, sections, and references.

LU 3.3: Page Setup, Security

Learning Objectives
Trainee will be able to:
- Configure page setup options including margins, orientation, size, and layout.
- Apply headers, footers, and page numbering appropriately.
- Understand document security features in Word and PDF.
- Protect documents with passwords and restrict editing for professional use.

Knowledge / Content
- **Page Setup:**
    - Adjusting margins, orientation (portrait/landscape), and paper size.
    - Setting page breaks and line spacing.
    - Using multiple columns and layout options for reports and newsletters.
- **Headers, Footers, and Page Numbers:**
    - Inserting and formatting headers/footers.
    - Adding page numbers, document titles, or dates.
    - Applying different headers/footers to sections.
- **Document Security:**
    - Password-protecting Word and PDF documents.
    - Restricting editing or formatting changes.
    - Understanding permissions and read-only options.

Skills / Practical Tasks
- Activity 1: Configure a sample document with specific page setup requirements.
- Activity 2: Insert and customize headers, footers, and page numbers.
- Activity 3: Apply password protection and restrict editing in a Word document.
- Activity 4: Save a Word document as a PDF and apply security options.

Trainer's Notes
- Demonstrate page setup differences for reports, letters, and presentations.
- Explain why document security is important in office environments.
- Encourage trainees to experiment with headers/footers for multi-section documents.
- Highlight best practices for strong passwords and restricted permissions.

		Assessment Criteria
		• Trainee configures page setup accurately for given requirements.
		• Trainee inserts headers, footers, and page numbers correctly.
		• Trainee applies password protection and editing restrictions effectively.
		• Document security and layout are maintained in both Word and PDF formats.

Capstone Task: Prepare a formatted, printable multi-page official document

Learning Objectives
Trainee will be able to:
- Apply advanced Word skills to create a professional, multi-page document.
- Format pages with proper margins, orientation, headers, footers, and page numbers.
- Insert tables, sections, references, and images as needed.
- Apply document security features to protect content from unauthorized editing or access.

Knowledge / Content
- **Multi-Page Document Preparation:**
  - Page setup: margins, orientation, size, columns.
  - Organizing content with sections and page breaks.
  - Formatting consistency across multiple pages.
- **Document Security:**
  - Password protection and read-only permissions.
  - Saving documents securely as Word or PDF.
  - Ensuring sensitive information is protected before sharing.
- **Professional Presentation:**
  - Proper use of tables, references, and headers/footers for formal documents.
  - Combining images, charts, and text in a cohesive layout.

Skills / Practical Tasks
- Activity 1: Create a multi-page document with structured headings and sections.
- Activity 2: Insert and format tables, references, and images.
- Activity 3: Apply headers, footers, and page numbers across all pages.
- Activity 4: Protect the document with password and editing restrictions.
- Activity 5: Save and export the document as a secure PDF for printing or sharing.

Trainer's Notes
- Demonstrate each step for consistency and clarity across multi-page documents.
- Emphasize professional presentation and attention to detail.
- Encourage trainees to double-check formatting and security settings.
- Provide examples of official documents like reports, proposals, or memos for reference.

Assessment Criteria
- Trainee creates a fully formatted, professional multi-page document.
- Headers, footers, page numbers, and tables are applied correctly.
- Document is password-protected and/or has editing restrictions.
- Document is ready for printing or secure sharing.

		• Trainee demonstrates proper workflow and attention to formatting details.	

4	**M 4**: Excel, PowerPoint & Collaboration, Google Docs
	
	Objective: Build proficiency in Excel for data management and visualization, create impactful presentations in PowerPoint, and collaborate effectively using Google and online meeting tools.
		LU 4.1: Excel Data Entry, Formatting, Functions, Charts, Pivot Table
		
		Learning Objectives
		Trainee will be able to:
		• Navigate Microsoft Excel interface efficiently.
		• Enter and organize data in spreadsheets.
		• Apply formatting to cells, rows, columns, and worksheets for clarity.
		• Use basic and intermediate functions (SUM, AVERAGE, COUNT, IF).
		• Create charts and pivot tables to visualize and summarize data effectively.
		
		Knowledge / Content
		• **Excel Interface:**
		   o Ribbon, tabs, groups, Quick Access Toolbar.
		   o Worksheets, cells, columns, rows, and workbooks.
		• **Data Entry & Formatting:**
		   o Entering text, numbers, dates.
		   o Cell formatting: font, alignment, borders, colors, number formats.
		   o Conditional formatting for data visualization.
		• **Functions & Formulas:**
		   o Basic: SUM, AVERAGE, COUNT.
		   o Logical: IF, AND, OR.
		   o Cell references: relative, absolute, mixed.
		• **Charts:**
		   o Types: Column, Bar, Line, Pie.
		   o Formatting charts for clarity and presentation.
		• **Pivot Tables:**
		   o Creating pivot tables to summarize large datasets.
		   o Filtering, sorting, and grouping data.
		   o Using pivot charts to visualize summaries.
		
		Skills / Practical Tasks
		• Activity 1: Enter sample data and format cells for readability.
		• Activity 2: Apply formulas and functions to calculate totals, averages, and conditional results.
		• Activity 3: Create charts representing dataset trends.
		• Activity 4: Generate pivot tables to summarize sales or office data.
			1 Hr (Th)
			7 Hrs (Pr)

		• Activity 5: Customize chart and pivot table formatting for professional presentation. **Trainer's Notes** • Demonstrate data entry and formula creation step by step. • Highlight common mistakes like incorrect references or misaligned data. • Encourage trainees to explore different chart types for the same dataset. • Explain how pivot tables save time and improve data analysis in offices. **Assessment Criteria** • Trainee enters and formats data accurately. • Trainee applies formulas and functions correctly. • Trainee creates charts that reflect data trends clearly. • Trainee builds pivot tables and summarizes data effectively. • Excel workbook demonstrates organization, readability, and professional presentation. **LU 4.2:** PowerPoint Slides, Animations **Learning Objectives** **Trainee will be able to:** • Navigate the Microsoft PowerPoint interface efficiently. • Create, edit, and format slides for professional presentations. • Apply slide layouts, themes, and design consistency. • Use animations and transitions to enhance slide delivery. • Integrate multimedia elements like images, audio, and video. **Knowledge / Content** • **PowerPoint Interface:** o Ribbon, tabs, groups, Quick Access Toolbar. o Slide pane, notes section, and slide sorter. • **Slide Creation & Formatting:** o Slide layouts and master slides for consistent design. o Adding and formatting text, shapes, and images. o Applying themes, backgrounds, and color schemes. • **Animations & Transitions:**	

| | | o Entrance, exit, emphasis, and motion path animations.
o Slide transitions and timing for professional flow.
o Animation pane for sequencing and managing multiple effects.
• **Multimedia Integration:**
   o Inserting images, audio, video, and charts.
   o Resizing, cropping, and formatting media.
   o Ensuring compatibility across different devices.

Skills / Practical Tasks
• Activity 1: Create a 5-slide presentation with titles, text, and images.
• Activity 2: Apply consistent theme and layout using slide master.
• Activity 3: Add animations to text and images for emphasis.
• Activity 4: Apply slide transitions and adjust timing for smooth flow.
• Activity 5: Integrate multimedia elements and check presentation playback.

Trainer's Notes
• Demonstrate slide creation and formatting step by step.
• Encourage trainees to focus on clarity, readability, and professional appearance.
• Highlight the appropriate use of animations—avoid overuse.
• Show examples of effective business and educational presentations.

Assessment Criteria
• Trainee creates a professional, well-structured presentation.
• Trainee applies consistent themes, layouts, and formatting.
• Animations and transitions are used effectively to enhance communication.
• Multimedia elements are integrated correctly and function as expected.
• Presentation demonstrates clarity, professionalism, and engagement.

LU 4.3: Google Forms, Google Meet, Zoom, and Microsoft Teams for Online Meetings

Learning Objectives
Trainee will be able to:
• Understand the purpose and applications of online collaboration and meeting tools. | |

		- Create and manage Google Forms for surveys, quizzes, and data collection. - Schedule, host, and participate in online meetings using Google Meet, Zoom, and Microsoft Teams. - Apply best practices for professional online communication. **Knowledge / Content** **Google Forms:** - Creating forms for surveys, feedback, and registration. - Adding different question types: multiple choice, short answer, checkboxes. - Sharing, collecting responses, and analyzing data. **Online Meeting Tools:** **Google Meet:** Scheduling meetings via Google Calendar, joining, screen sharing, chat, and recording. **Zoom:** Meeting creation, breakout rooms, screen sharing, virtual backgrounds, recording. **Microsoft Teams:** Scheduling and joining meetings, chat, file sharing, collaboration within Teams channels. **Professional Online Etiquette:** - Muting/unmuting, using video appropriately, chat participation. - Time management and punctuality. - Presentation and sharing files/screens effectively. **Skills / Practical Tasks** - Activity 1: Create a Google Form with at least 5 questions and collect responses. - Activity 2: Schedule and host a test meeting in Google Meet and share the link with peers. - Activity 3: Conduct a Zoom meeting, including screen sharing and chat participation. - Activity 4: Use Microsoft Teams to schedule a meeting, share files, and collaborate with teammates. - Activity 5: Discuss online meeting etiquette and simulate professional interactions.	

		Trainer's Notes	
		• Demonstrate the setup and key features of each platform with step-by-step instructions.	
		• Emphasize differences and advantages of each tool in various office contexts.	
		• Encourage trainees to practice hosting and participating in meetings to gain confidence.	
		• Highlight professional behavior and troubleshooting tips for connectivity issues.	
		Assessment Criteria	
		• Trainee creates and manages a Google Form correctly.	
		• Trainee schedules, hosts, and participates in online meetings on all three platforms.	
		• Trainee demonstrates effective use of screen sharing, chat, and file collaboration.	
		• Trainee applies professional online meeting etiquette.	

Capstone Task: Create an Excel report, PowerPoint presentation & host a Google Meet meeting

Learning Objectives
Trainee will be able to:
- Apply Excel skills to organize, analyze, and present data in a report.
- Create a professional PowerPoint presentation summarizing key findings.
- Host an online meeting using Google Meet to present the report and slides.
- Demonstrate effective office workflow, communication, and collaboration.

Knowledge / Content
- **Excel Reporting:**
  - Summarizing data with formulas, charts, and pivot tables.
  - Formatting for clarity and professionalism.
- **PowerPoint Presentation:**
  - Presenting data and insights clearly with visuals and animations.
  - Maintaining consistency in slide design and layout.
- **Online Meeting Hosting:**
  - Scheduling, joining, and presenting in Google Meet.
  - Sharing slides, reports, and screen content effectively.
  - Facilitating discussions and Q&A sessions professionally.

Skills / Practical Tasks
- Activity 1: Create an Excel report with sample data including tables, formulas, and charts.
- Activity 2: Prepare a PowerPoint presentation summarizing the Excel report findings.
- Activity 3: Schedule and host a Google Meet session to present the report and slides.
- Activity 4: Demonstrate screen sharing, chat interaction, and professional presentation etiquette.

- Activity 5: Collect feedback or responses from attendees during the meeting.

Trainer's Notes
- Ensure trainees understand the integration of Excel, PowerPoint, and online meetings for real-world office tasks.
- Emphasize professional presentation, clarity of data, and interactive engagement during the meeting.
- Demonstrate best practices for hosting online meetings and handling technical issues.
- Encourage trainees to rehearse both report preparation and presentation for smooth execution.

Assessment Criteria
- Trainee creates a complete, well-formatted Excel report.
- Trainee prepares a professional PowerPoint presentation aligned with the report.
- Trainee hosts and manages an online meeting effectively on Google Meet.
- Trainee demonstrates professionalism, clarity, and interactive communication.
- Overall task showcases integrated office skills and readiness for workplace scenarios.

| 5 | **M 5.1**: MS Access, Freelancing & Assessment

Objective: Learn to manage databases using MS Access, perform queries and reporting, and explore freelancing opportunities for applying digital skills in the job market. | **LU 5.1.1**: Create Tables, Forms, Reports in Access

Learning Objectives
Trainee will be able to:
• Understand the basics of Microsoft Access and relational databases.
• Create and manage tables to store structured data.
• Design forms for user-friendly data entry.
• Generate reports to summarize and present data professionally.

Knowledge / Content
• **Microsoft Access Overview:**
  o Database structure: Tables, Queries, Forms, Reports.
  o Advantages of using a database over spreadsheets.
• **Tables:**
  o Creating tables with fields, data types, and primary keys.
  o Input validation and data integrity.
  o Relationships between tables (one-to-one, one-to-many).
• **Forms:**
  o Designing forms for simplified data entry.
  o Customizing layout, controls, and input validation.
• **Reports:**
  o Generating reports to display data from tables and queries.
  o Formatting reports with headers, footers, and grouping options. | 1 Hr (Th)
5 Hrs (Pr) |

| | | o Exporting reports as PDF or printing for office use. | |
| | | **Skills / Practical Tasks**
• Activity 1: Create a sample table with appropriate fields and data types.
• Activity 2: Set primary keys and define relationships between tables.
• Activity 3: Design a user-friendly data entry form for the table.
• Activity 4: Generate a report from the table, format it, and export as PDF.
• Activity 5: Test data entry via form and verify correct display in reports.

Trainer's Notes
• Demonstrate table creation, relationships, forms, and reports step by step.
• Emphasize maintaining data integrity and consistency.
• Encourage trainees to explore form customization options for better usability.
• Highlight practical scenarios like inventory management or employee records.

Assessment Criteria
• Trainee creates tables with correct fields, data types, and primary keys.
• Trainee designs functional and user-friendly forms.
• Trainee generates accurate and well-formatted reports.
• Database demonstrates proper relationships and data integrity.

LU 5.1.2: Data Entry & Query Handling

Learning Objectives
Trainee will be able to:
• Enter and update data efficiently in Microsoft Access tables.
• Understand and apply queries to retrieve, filter, and sort data.
• Use criteria and operators to refine query results.
• Generate meaningful insights from database queries.

Knowledge / Content
• **Data Entry:**
   o Using tables and forms for accurate data input.
   o Validation rules and error prevention during entry. | |

| | | o Updating, deleting, and maintaining records.
• **Queries:**
    o Types of queries: Select, Action (Update, Delete, Append), Parameter.
    o Filtering, sorting, and criteria application.
    o Using logical operators (AND, OR, NOT) for precise results.
    o Joining tables in queries to combine related data.
• **Practical Use Cases:**
    o Employee records, inventory management, client databases.
    o Generating subsets of data for reports or analysis.

Skills / Practical Tasks
• Activity 1: Enter sample data into existing tables using forms.
• Activity 2: Update and delete specific records to maintain database accuracy.
• Activity 3: Create basic select queries to retrieve specific data.
• Activity 4: Apply filters, sorting, and criteria in queries.
• Activity 5: Combine tables using joins and create queries that summarize data.

Trainer's Notes
• Demonstrate correct data entry and updating techniques to avoid errors.
• Emphasize the importance of query design for accurate data retrieval.
• Encourage trainees to test query results and verify accuracy.
• Provide examples of real-world scenarios requiring data filtering and reporting.

Assessment Criteria
• Trainee enters, updates, and maintains data accurately.
• Trainee creates queries with correct filtering, sorting, and criteria.
• Trainee demonstrates understanding of joins and multi-table queries.
• Queries produce correct and meaningful results for analysis or reporting.

LU 5.1.3: Freelancing Basics (Fiverr, Upwork) & Online Jobs

Learning Objectives
Trainee will be able to: | |

- Understand the concept of freelancing and online job opportunities.
- Explore popular platforms like Fiverr and Upwork for office and IT tasks.
- Learn the process of creating a freelancer profile and offering services.
- Identify skills in demand for digital and administrative tasks online.

Knowledge / Content
- **Freelancing Overview:**
  - Definition and benefits of freelancing: flexibility, multiple income streams.
  - Key considerations: portfolio, ratings, communication, deadlines.
- **Fiverr:**
  - Creating a seller account, setting up gigs, pricing services.
  - Understanding Fiverr levels and rating system.
  - Delivering services and handling revisions.
- **Upwork:**
  - Creating a client-oriented profile, proposal writing.
  - Bidding on projects and understanding Upwork fees.
  - Communication and milestone management.
- **Other Online Jobs:**
  - Remote data entry, virtual assistance, social media management.
  - Online surveys, transcription, and microtasks.
- **Best Practices:**
  - Professional communication, time management, and quality delivery.
  - Protecting personal information and avoiding scams.

Skills / Practical Tasks
- Activity 1: Explore Fiverr and Upwork websites; identify top-rated profiles and gigs.
- Activity 2: Create a sample freelancer profile highlighting office or IT skills.
- Activity 3: Draft a mock proposal for an online project.
- Activity 4: Discuss how to set competitive pricing and manage client expectations.
- Activity 5: Identify at least 3 online job opportunities matching trainee skills.

		Trainer's Notes • Highlight real examples of successful freelancers and services. • Emphasize professionalism, communication, and ethical practices. • Demonstrate how to navigate freelancing platforms safely. • Encourage trainees to consider freelancing as a career supplement or primary income. **Assessment Criteria** • Trainee explains the concept of freelancing and online jobs clearly. • Trainee creates a professional sample profile on Fiverr or Upwork. • Trainee drafts an effective project proposal. • Trainee identifies suitable freelancing opportunities matching their skills. • Trainee demonstrates understanding of best practices and platform safety.	
	M 5.2: Entrepreneurship Session **Objective:** Understand the fundamentals of entrepreneurship by exploring idea generation, business planning, financing, and strategies to overcome challenges in starting and running a business.	**LU 5.2.1:** Introduction to Entrepreneurship **Learning Objectives** **Trainee will be able to:** • Define entrepreneurship and explain its importance in today's economy. • Identify characteristics of successful entrepreneurs. • Recognize opportunities where entrepreneurial thinking can be applied. **Knowledge / Content** **Entrepreneurship** is the process of identifying, developing, and managing a business idea to create value and generate profit. Entrepreneurs are not just business owners — they are problem-solvers who turn ideas into real solutions. **Why Entrepreneurship Matters:** • Creates jobs and income. • Brings innovation and new solutions to the market. • Supports community and national economic growth. • Empowers individuals to become independent. **Characteristics of Successful Entrepreneurs:** • Creativity and innovation. • Risk-taking (calculated, not careless). • Resilience and persistence. • Communication and leadership skills. • Problem-solving mindset. **Examples of Entrepreneurship:** • Starting a digital marketing agency.	1 Hr (Th/Pr)

		- Launching an e-commerce store. - Providing freelancing services as a full-time business. - Creating a new product or service to solve a local problem. **Skills / Practical Tasks** **Activity 1 (Discussion):** Ask trainees to name a local entrepreneur they admire and why. **Activity 2 (Brainstorming):** In groups, trainees list at least 3 business ideas that solve everyday problems. **Activity 3 (Case Study):** Trainer presents a short story of a successful startup (local or global). Trainees identify the entrepreneur's key traits. **Trainer's Notes** - Keep examples **local and relatable** (e.g., Pakistani startups, freelancers who scaled into agencies). - Stress that entrepreneurship does not always require large investments — ideas and persistence are more important. - Use simple analogies: an entrepreneur is like a farmer planting seeds, nurturing them, and waiting for them to grow. - Encourage trainees to think about how **they themselves** can apply entrepreneurial thinking in freelancing or small businesses. **Assessment Criteria** - Trainee defines entrepreneurship in their own words. - Trainee lists at least 3 characteristics of successful entrepreneurs. - Trainee suggests at least 1 potential business idea. **LU 5.2.2:** Types of Entrepreneurships **Learning Objectives** **Trainee will be able to:** - Identify different types of entrepreneurship. - Explain the characteristics of each type with examples. - Recognize which type of entrepreneurship suits different business ideas. **Knowledge / Content** Entrepreneurship comes in many forms	

depending on the goals, resources, and mindset of the entrepreneur.

Types of Entrepreneurship:
1. **Small Business Entrepreneurship**
   - Local shops, freelancers, restaurants, small startups.
   - Focused on survival, income, and community support.
   - Example: A family-owned clothing shop.
2. **Scalable Startup Entrepreneurship**
   - Begins small but designed to grow quickly and attract investors.
   - Risky but can create global companies.
   - Example: Careem, Airlift, or Silicon Valley startups.
3. **Social Entrepreneurship**
   - Focuses on solving social/environmental problems while also sustaining financially.
   - Example: NGOs that sell products to fund community work, Edhi Foundation's service model.
4. **Corporate Entrepreneurship (Intrapreneurship)**
   - Employees acting like entrepreneurs within big companies.
   - Innovating new products/services inside an existing organization.
   - Example: Google allowing employees to develop new ideas.
5. **Digital Entrepreneurship**
   - Using the internet to run businesses (freelancing, e-commerce, digital marketing).
   - Example: Online clothing store, Fiverr/Upwork freelancers scaling into agencies.

Skills / Practical Tasks
- **Activity 1 (Classification Game):** Trainer gives business examples, trainees decide which entrepreneurship type they belong to.
- **Activity 2 (Group Brainstorm):** Each group chooses a business idea and identifies which entrepreneurship type it fits.
- **Activity 3 (Case Study):** Review a successful startup (local or global) and identify its entrepreneurship type.

Trainer's Notes
- Use **local examples** of entrepreneurs that trainees can relate to.
- Highlight that no type is "better" — it depends on personal goals, resources, and risk tolerance.
- Connect to freelancing: freelancers often start as **small business entrepreneurs** and may grow into digital or scalable startups.
- Keep discussion interactive — encourage trainees to debate which type of entrepreneurship best suits their own ideas.

Assessment Criteria
- Trainee lists at least 3 types of entrepreneurship.
- Trainee matches business examples to correct entrepreneurship types.
- Trainee explains which entrepreneurship type fits their own business idea.

LU 5.2.3: Business Idea Generation
Learning Objectives
Trainee will be able to:
- Explain the importance of generating creative and practical business ideas.
- Apply methods for brainstorming and identifying business opportunities.
- Evaluate ideas based on feasibility, market demand, and resources.
- Develop at least one potential business idea individually or in groups.

Knowledge / Content
Every successful business starts with an **idea**. Good ideas come from observing problems, identifying needs, and finding innovative solutions.
Sources of Business Ideas:
- **Personal Skills & Interests:** Turning hobbies or expertise into business (e.g., graphic design, baking).
- **Market Gaps:** Identifying products/services missing in the community.
- **Trends & Technology:** Using new tools or platforms to create solutions (e.g., social media marketing).
- **Problems Around You:** Every problem is a potential business opportunity.

Methods of Idea Generation:
1. **Brainstorming:** Write down as many ideas as possible, no judgment.

2. **Mind Mapping:** Start with a central concept and expand with related ideas.
3. **SCAMPER Technique:** Substitute, Combine, Adapt, Modify, Put to another use, Eliminate, Reverse.
4. **Observation & Research:** Watch what people need or complain about.

Evaluating Ideas:
- Feasibility: Can you realistically start it?
- Demand: Do people want it?
- Resources: Do you have time, skills, or money for it?
- Profitability: Will it make money or sustain itself?

Skills / Practical Tasks
- **Activity 1 (Brainstorming Session):** Trainees list 5 possible business ideas individually.
- **Activity 2 (Group Work):** In groups, combine ideas and shortlist 2 strong ones.
- **Activity 3 (Mind Mapping):** Pick one idea and expand it using a mind map.
- **Activity 4 (Evaluation):** Groups present their idea and explain why it is feasible and in demand.

Trainer's Notes
- Encourage creativity — no idea is "too small" at the start.
- Use **local, relatable examples**: home-based food businesses, tuition services, online stores.
- Guide trainees to think of both **digital and traditional** businesses.
- Stress that successful entrepreneurs often start small and improve their ideas over time.
- Remind them: even if an idea fails, the learning process is valuable.

Assessment Criteria
- Trainee generates at least 3 business ideas.
- Trainee applies an idea-generation method (brainstorming/mind mapping).
- Trainee explains why one idea is feasible and meets a market need.

LU 5.2.4: Business Planning and Strategy

Learning Objectives
Trainee will be able to:
- Explain the importance of business planning for entrepreneurs.

- Identify the key components of a simple business plan.
- Understand basic strategies for launching and growing a business.
- Develop a mini business plan for a selected idea.

Knowledge / Content

A **business plan** is a written roadmap that outlines how a business will operate, earn, and grow. It helps entrepreneurs stay focused and attract partners or investors.

Importance of Business Planning:
- Provides clarity on goals and direction.
- Helps identify risks and opportunities.
- Attracts investors or lenders.
- Guides daily operations and decision-making.

Key Components of a Business Plan:
1. **Executive Summary:** Short overview of the business idea.
2. **Business Description:** What product/service will you offer? Who are the customers?
3. **Market Research:** Target market, competitors, demand trends.
4. **Marketing & Sales Strategy:** How will you attract and retain customers?
5. **Operations Plan:** Resources, suppliers, technology, and team.
6. **Financial Plan:** Startup costs, pricing, revenue, and profit projections.

Business Strategy Basics:
- **Market Entry Strategy:** How to launch (small-scale test, partnerships, online presence).
- **Growth Strategy:** Expanding customers, new products, scaling operations.
- **Competitive Strategy:** Differentiation (unique value), cost leadership (affordable), or niche focus.

Skills / Practical Tasks

- **Activity 1 (Case Study):** Trainer shows a short business plan sample (1-page) and explains sections.
- **Activity 2 (Mini Plan Drafting):** Trainees create a 1-page business plan for a business idea (group or individual).
- **Activity 3 (Strategy Mapping):** Groups identify how their business will enter the market and grow.

		• **Activity 4 (Presentation):** Groups present their business plans and get peer/trainer feedback. **Trainer's Notes** • Keep it simple — trainees do not need a 20-page business plan. A 1–2 page draft is enough to start. • Relate strategies to **local businesses** (e.g., how a food stall expands into a restaurant). • Stress adaptability: strategies should be flexible because markets change. • Use visual tools like **Business Model Canvas** if possible. • Encourage teamwork: business planning is often best done collaboratively. **Assessment Criteria** • Trainee identifies at least 3 components of a business plan. • Trainee prepares a mini business plan with clear goals, market info, and strategy. • Trainee presents a realistic and practical strategy for growth. **LU 5.2.5:** Financing Business **Learning Objectives** **Trainee will be able to:** • Explain why financing is important for starting and running a business. • Identify different sources of business financing. • Understand the difference between debt and equity financing. • Create a simple financial plan for a business idea. **Knowledge / Content** Every business needs **money (capital)** to start, operate, and grow. Financing refers to the ways entrepreneurs obtain and manage funds. **Why Financing is Important:** • Covers startup costs (equipment, licenses, marketing). • Supports daily operations (salaries, bills, raw materials). • Enables growth (expansion, new products, more staff). **Sources of Business Financing:** 1. **Personal Savings:** Most common for small startups. 2. **Family and Friends:** Informal loans or investments.	

3. **Bank Loans:** Formal borrowing with interest.
4. **Microfinance Institutions:** Small loans for small businesses.
5. **Government Schemes:** e.g., NAVTTC seed money programs.
6. **Investors/Equity:** Giving up part ownership in exchange for funding.
7. **Crowdfunding:** Collecting money from many people online.

Debt vs. Equity Financing:
- **Debt:** Borrowing money (loans) that must be repaid with interest.
- **Equity:** Selling part ownership to investors in exchange for capital.

Skills / Practical Tasks
- **Activity 1 (Brainstorm):** Trainees list possible financing options for a small local business (e.g., bakery, e-commerce store).
- **Activity 2 (Financial Plan Draft):** Trainees create a simple startup cost sheet (what money is needed and where it comes from).
- **Activity 3 (Case Study Discussion):** Trainer presents an example of a business that grew with small financing (e.g., local startup using microfinance).
- **Activity 4 (Role-Play):** One trainee acts as an entrepreneur pitching to a lender, another as a bank officer/investor.

Trainer's Notes
- Emphasize starting **small and realistic** — not every business needs big loans.
- Warn trainees about **over-borrowing** — debt can become a burden if not planned.
- Encourage them to explore **government and microfinance programs** available locally.
- Use real examples from Pakistan: small shops, freelancers, and startups that scaled gradually.
- Show how financing links back to business planning and strategy.

Assessment Criteria
- Trainee lists at least 3 sources of financing.
- Trainee explains the difference between debt and equity financing.
- Trainee prepares a simple financing plan for a business idea.

		LU 5.2.6: Entrepreneurship Challenges and Possible Solutions	
		Learning Objectives	
		Trainee will be able to:	
		• Identify common challenges faced by entrepreneurs.	
		• Explain how these challenges affect business success.	
		• Propose practical solutions to overcome entrepreneurial challenges.	
		• Build resilience and problem-solving skills as future entrepreneurs.	

Knowledge / Content

Starting and running a business is rewarding but also comes with **challenges**. Successful entrepreneurs anticipate problems and prepare solutions.

Common Entrepreneurship Challenges:

1. **Lack of Capital:** Not enough funds to start or expand.
   o *Solution:* Start small, seek microfinance, reinvest profits.
2. **Market Competition:** Too many competitors offering similar products.
   o *Solution:* Differentiate with unique value, better service, or niche focus.
3. **Limited Skills/Knowledge:** Not knowing how to manage finances, marketing, or operations.
   o *Solution:* Continuous learning, training programs, mentorship.
4. **Finding Customers:** Difficulty in building a customer base.
   o *Solution:* Use digital marketing, referrals, social media, quality service.
5. **Time Management:** Balancing multiple roles (sales, marketing, operations).
   o *Solution:* Prioritize tasks, delegate when possible, use digital tools.
6. **Risk & Failure:** Fear of losing money or business not working out.
   o *Solution:* Start with low-risk ideas, learn from failures, adapt quickly.

Skills / Practical Tasks

• **Activity 1 (Group Discussion):** Trainees share what challenges they think entrepreneurs face in their community.
• **Activity 2 (Problem-Solution Mapping):** Each group selects one challenge and writes possible solutions.

		• **Activity 3 (Case Study):** Trainer shares a story of an entrepreneur who overcame difficulties (local startup/freelancer). • **Activity 4 (Role-Play):** One trainee presents a challenge, others suggest solutions as if they were a business mentor panel. **Trainer's Notes** • Keep discussion realistic — many challenges are **common to all entrepreneurs**, not just beginners. • Encourage **resilience and adaptability**: failure is not the end, but a step toward learning. • Share **local success stories** of businesses that overcame early struggles. • Stress networking and mentorship as important tools for solving challenges. • Motivate trainees by reinforcing: *"Every problem has a solution if you stay persistent."* **Assessment Criteria** • Trainee identifies at least 3 entrepreneurship challenges. • Trainee suggests practical solutions for at least 2 challenges. • Trainee demonstrates problem-solving skills in group discussions or role-play.	
	M 5.3: Environment Session **Objective:** Build awareness of environmental issues, hazards, and climate change while learning sustainable practices and ways individuals can contribute to environmental protection.	**LU 5.3.1: Introduction to Environmental Issues** **Learning Objectives** **Trainee will be able to:** • Define environmental issues and explain why they matter for communities and businesses. • Identify common local and global environmental problems. • Recognize the role individuals and entrepreneurs can play in reducing environmental impact. **Knowledge / Content** The **environment** includes air, water, land, plants, and animals that support life. Human activities, especially business and industrial growth, can damage the environment if not managed responsibly. **Major Environmental Issues:** 1. **Pollution:** Air (smoke, traffic), water (waste dumping), land (plastic waste). 2. **Climate Change:** Rising temperatures, extreme weather, melting glaciers.	1 Hr (Th/Pr)

		3. **Deforestation:** Cutting down trees leading to loss of biodiversity.
		4. **Waste Management:** Excess plastic, e-waste, and poor recycling.
		5. **Resource Depletion:** Overuse of water, energy, and minerals.

Why It Matters for Entrepreneurs and Businesses:

- Customers prefer eco-friendly businesses.
- Reducing waste and saving energy lowers costs.
- Businesses have a responsibility toward the community.
- Green practices can create new business opportunities (eco-products, recycling).

Skills / Practical Tasks

- **Activity 1 (Brainstorm):** Trainees list environmental problems they see in their community.
- **Activity 2 (Video/Images):** Trainer shows short clips or pictures of environmental issues; trainees identify the problem.
- **Activity 3 (Discussion):** Groups suggest how small businesses can contribute to solving one environmental issue.
- **Activity 4 (Reflection):** Each trainee writes one personal habit they can change to reduce their environmental impact.

Trainer's Notes

- Use **local examples** (plastic bags, traffic pollution, waste in rivers).
- Connect environment to **entrepreneurship**: eco-friendly businesses are a growing trend.
- Stress that protecting the environment is both a **social responsibility** and a **business opportunity**.
- Keep the discussion interactive — allow trainees to share personal experiences.

Assessment Criteria

- Trainee defines environmental issues in their own words.
- Trainee identifies at least 3 common environmental problems.
- Trainee proposes one solution or habit change to reduce environmental impact.

LU 5.3.2: Types of Environmental Hazards

Learning Objectives
Trainee will be able to:

| | | Define environmental hazards and explain their impact on people, businesses, and communities. Identify different types of environmental hazards with local and global examples. Recognize how businesses and individuals can reduce risks from these hazards. **Knowledge / Content**
An **environmental hazard** is any natural or human-made event that negatively affects people, property, or the ecosystem. Hazards can disrupt lives, damage businesses, and harm health.
Types of Environmental Hazards:
1. **Natural Hazards**
   o Earthquakes, floods, droughts, hurricanes, landslides.
   o Example: Floods in Pakistan (2022) affecting agriculture and housing.
2. **Chemical Hazards**
   o Pollution from factories, pesticides, toxic waste, air and water contamination.
   o Example: Industrial waste polluting rivers.
3. **Biological Hazards**
   o Diseases, bacteria, viruses, or pests that threaten health.
   o Example: COVID-19 pandemic as a biological hazard.
4. **Physical Hazards**
   o Unsafe conditions such as noise pollution, radiation, poor infrastructure.
   o Example: Construction sites with dust and noise.
5. **Human-Made Hazards**
   o Deforestation, overpopulation, poor waste management, accidents from unsafe practices.
   o Example: Plastic pollution from single-use bags and bottles.
Skills / Practical Tasks
Activity 1 (Matching Game): Trainer gives examples of hazards, trainees classify them into types. **Activity 2 (Group Brainstorm):** Trainees identify hazards that are most common in their community. **Activity 3 (Problem-Solution):** Each group picks one hazard and suggests a business or community solution. | |

- **Activity 4 (Reflection):** Trainees discuss how hazards might impact small businesses.

Trainer's Notes
- Use simple, clear language — avoid making hazards sound too technical.
- Show visuals or news headlines of recent hazards for real-world connection.
- Emphasize that hazards are not just natural disasters — everyday pollution and waste are also hazards.
- Link discussion back to entrepreneurship: eco-friendly businesses can **reduce hazards** and create opportunities.

Assessment Criteria
- Trainee lists at least 3 types of environmental hazards.
- Trainee classifies given examples into correct hazard categories.
- Trainee proposes at least one solution to reduce or manage a hazard.

LU 5.3.3: The Impact of Human Activity on the Environment

Learning Objectives
Trainee will be able to:
- Explain how human activities affect the natural environment.
- Identify both positive and negative impacts of human behavior on ecosystems.
- Recognize the role of responsible practices in reducing environmental damage.

Knowledge / Content
Human activities have a direct impact on the **air, water, land, and biodiversity** around us. While development and industry improve living standards, they can also create serious environmental problems if unmanaged.

Negative Impacts of Human Activity:
1. **Deforestation:** Clearing forests for agriculture, housing, and industry → loss of biodiversity and climate change.
2. **Pollution:** Industrial waste, vehicle smoke, and plastic use → air, land, and water contamination.
3. **Overconsumption of Resources:** Excessive use of water, energy, and

		minerals → depletion of natural resources.	

4. **Urbanization:** Expansion of cities leading to overcrowding, waste, and loss of green areas.
5. **Climate Change:** Emissions from industries and vehicles → rising global temperatures, floods, droughts.

Positive Impacts of Human Activity (when responsible):
- **Reforestation & Conservation:** Planting trees, protecting wildlife.
- **Green Technology:** Solar power, electric vehicles, eco-friendly products.
- **Recycling & Waste Reduction:** Reduces landfill and saves resources.
- **Sustainable Businesses:** Companies adopting eco-friendly production.

Skills / Practical Tasks
- **Activity 1 (Observation):** Trainees list 3 ways humans harm the environment in their local area.
- **Activity 2 (Debate):** Groups discuss: "Development vs. Environment — Can both grow together?"
- **Activity 3 (Positive Actions):** Each trainee suggests one eco-friendly business idea.
- **Activity 4 (Case Study):** Trainer presents an example of a company using sustainable practices (e.g., a brand using recycled packaging).

Trainer's Notes
- Use **local issues** such as plastic bag bans, smog in big cities, and water shortages to make it relatable.
- Highlight the **duality**: humans can destroy the environment, but they can also protect and restore it.
- Encourage trainees to think about how **entrepreneurs** can adopt green practices while still making profit.
- Keep discussions hopeful and solution-focused, not just problem-heavy.

Assessment Criteria
- Trainee identifies at least 3 negative impacts of human activities on the environment.
- Trainee provides at least 1 example of a positive human action for sustainability.
- Trainee suggests one eco-friendly practice or business idea.

LU 5.3.4: Conservation and Sustainability

Learning Objectives
Trainee will be able to:
- Define conservation and sustainability in simple terms.
- Explain why conserving natural resources is important for future generations.
- Identify sustainable practices individuals and businesses can adopt.
- Demonstrate small actions that contribute to long-term environmental care.

Knowledge / Content
Conservation means protecting and wisely using natural resources such as water, forests, and energy.
Sustainability means meeting today's needs without compromising the ability of future generations to meet theirs.
Why It Matters:
- Earth's resources are limited — if wasted, future generations will suffer.
- Conservation reduces costs for businesses and families.
- Sustainable practices improve health, community well-being, and business reputation.

Examples of Conservation Practices:
- Saving electricity by switching off unused lights/fans.
- Reducing water waste in homes and industries.
- Planting trees to restore ecosystems.
- Recycling materials like paper, glass, plastic, and e-waste.

Examples of Sustainability Practices:
- Using renewable energy (solar, wind).
- Eco-friendly packaging instead of plastic.
- Sustainable farming (crop rotation, organic methods).
- Green entrepreneurship (eco-products, recycling startups).

Skills / Practical Tasks
- **Activity 1 (Brainstorm):** Trainees list simple ways they can save water, energy, or resources daily.
- **Activity 2 (Group Work):** Groups design a poster promoting conservation habits (digital or on chart paper).
- **Activity 3 (Business Angle):** Trainees suggest one business idea that uses sustainability (e.g., reusable bags, solar-powered devices).

		• **Activity 4 (Reflection):** Each trainee writes one habit they will adopt for conservation.	
		Trainer's Notes	
		• Emphasize **"small actions, big impact"** — conservation starts at home.	
		• Use relatable examples (e.g., solar panels in villages, recycling drives in cities).	
		• Link back to entrepreneurship: sustainable businesses often gain more customer trust.	
		• Encourage optimism — show how youth-led initiatives globally and locally are making change.	
		Assessment Criteria	
		• Trainee defines conservation and sustainability.	
		• Trainee lists at least 3 conservation or sustainability practices.	
		• Trainee proposes one eco-friendly personal habit or business idea.	
		LU 5.3.5: Climate Change and Its Effects	
		Learning Objectives **Trainee will be able to:**	
		• Define climate change and explain its causes.	
		• Identify the effects of climate change at local and global levels.	
		• Recognize the role of individuals and businesses in reducing climate change impact.	
		• Propose small actions to help mitigate climate change.	
		Knowledge / Content **Climate change** refers to long-term changes in global temperatures and weather patterns, mainly caused by human activities like burning fossil fuels, deforestation, and industrialization.	
		Causes of Climate Change:	
		• Greenhouse gases from industries, vehicles, and burning coal/oil.	
		• Deforestation reducing Earth's ability to absorb carbon dioxide.	
		• Rapid urbanization and overconsumption of natural resources.	
		Effects of Climate Change:	
		1. **Rising Temperatures:** Heatwaves, droughts, water shortages.	
		2. **Extreme Weather:** More frequent floods, hurricanes, and storms.	

3. **Melting Ice & Rising Sea Levels:** Threat to coastal areas.
4. **Impact on Agriculture:** Crop failures, reduced food supply.
5. **Health Issues:** Heat stress, spread of diseases, poor air quality.

Local Context (Pakistan/Regional Examples):
- Devastating floods (2022) destroying homes and crops.
- Smog in big cities like Lahore due to pollution.
- Glacial melting in the north affecting water supply.

Positive Actions to Reduce Impact:
- Planting trees and protecting forests.
- Using renewable energy (solar panels, wind).
- Energy-saving habits (public transport, switching off appliances).
- Promoting eco-friendly businesses and sustainable products.

Skills / Practical Tasks
- **Activity 1 (Discussion):** Trainees list climate change impacts they have personally observed (e.g., hotter summers, floods).
- **Activity 2 (Group Exercise):** Groups design a simple awareness campaign poster on climate change solutions.
- **Activity 3 (Case Study):** Trainer shares a success story of a green project (e.g., Billion Tree Tsunami in Pakistan).
- **Activity 4 (Reflection):** Each trainee commits to one personal step to reduce climate change impact.

Trainer's Notes
- Use visual aids (charts, before-and-after images of floods, heatwaves).
- Relate climate change to **daily life and businesses** — e.g., higher energy bills, crop losses, and business disruptions.
- Encourage proactive thinking: climate change is a challenge but also an opportunity for **green entrepreneurship**.
- Keep the tone motivational — focus on what can be done, not just the problems.

Assessment Criteria
- Trainee defines climate change and lists at least 2 causes.
- Trainee identifies at least 3 effects of climate change (local or global).
- Trainee suggests one action individuals or businesses can take to reduce impact.

LU 5.3.6: How to Contribute to Environmental Protection?

Learning Objectives
Trainee will be able to:
- Explain the role of individuals, businesses, and communities in protecting the environment.
- Identify simple, practical steps for environmental protection.
- Demonstrate how entrepreneurs can integrate eco-friendly practices into their work.
- Commit to at least one personal action toward protecting the environment.

Knowledge / Content
Protecting the environment means taking steps to reduce harm and preserve resources for future generations. Everyone — from individuals to businesses — has a role to play.
Ways Individuals Can Contribute:
- Reduce, Reuse, Recycle: Avoid single-use plastics, recycle waste.
- Save energy and water at home (switch off, fix leaks).
- Plant trees and protect green spaces.
- Use eco-friendly transport (public transport, cycling, walking).

Ways Businesses Can Contribute:
- Use sustainable materials and packaging.
- Reduce waste and manage it responsibly.
- Adopt renewable energy sources (solar, wind).
- Promote green products and services (eco-friendly entrepreneurship).

Ways Communities Can Contribute:
- Organize clean-up drives, recycling programs.
- Raise awareness through campaigns and workshops.
- Support government policies on environmental protection.
- Collaborate with NGOs and green organizations.

Skills / Practical Tasks
- **Activity 1 (Brainstorm):** Each trainee lists one personal habit they can change to protect the environment.
- **Activity 2 (Group Work):** Groups create a checklist of eco-friendly practices for a small business.
- **Activity 3 (Awareness Campaign):** Groups design a short awareness slogan or

poster promoting environmental protection.

- **Activity 4 (Community Idea):** Trainees suggest one community activity (e.g., clean-up day, tree plantation drive).

Trainer's Notes
- Stress that **every small step counts** — collective actions create big change.
- Give local, relatable examples (plastic bag bans, solar projects in villages).
- Encourage students to think about how their **future businesses** can be eco-friendly.
- Use motivational tone: protecting the environment = protecting our health, economy, and future.
- Connect this LU with earlier ones on climate change, conservation, and sustainability.

Assessment Criteria
- Trainee lists at least 3 ways to protect the environment.
- Trainee suggests one eco-friendly practice for individuals and one for businesses.
- Trainee commits to one personal or group action for environmental protection.

Capstone Task: Develop a basic Access database with reports & explore freelance job platforms

Learning Objectives
Trainee will be able to:
- Apply Microsoft Access skills to design a basic functional database.
- Create tables, forms, and reports to manage sample data efficiently.
- Explore freelancing platforms like Fiverr and Upwork to identify online job opportunities.
- Combine technical and professional skills to simulate real-world office and freelance scenarios.

Knowledge / Content
- **Database Development:**
  - Table creation with appropriate fields and data types.
  - Data entry via forms and maintaining data integrity.
  - Generating reports for data presentation and analysis.
- **Freelancing Platforms:**
  - Navigating Fiverr and Upwork to explore available jobs.
  - Understanding profile creation, gig/service setup, and client engagement.
  - Evaluating skills in demand and potential earnings.
- **Professional Integration:**
  - Combining database management with freelancing skills for remote or office tasks.

        o   Understanding project workflows, deadlines, and client communication.

Skills / Practical Tasks
- Activity 1: Design a basic Access database with at least one table, a data entry form, and a report.
- Activity 2: Populate the database with sample data and verify correctness.
- Activity 3: Generate and format a report from the database.
- Activity 4: Explore Fiverr and Upwork, identify 3 potential freelance opportunities.
- Activity 5: Create a mock freelancer profile and draft a sample proposal for an online job.

Trainer's Notes
- Demonstrate database creation, form usage, and report generation step by step.
- Guide trainees in safely navigating freelancing platforms.
- Emphasize the importance of integrating technical and professional skills.
- Encourage trainees to simulate real-world scenarios to reinforce learning.

Assessment Criteria:
- Trainee develops a functional Access database with tables, forms, and reports.
- Database is populated correctly and reports are accurate.
- Trainee demonstrates understanding of freelancing platforms and potential opportunities.
- Mock profile and proposal are professionally drafted.
- Overall project reflects integration of office skills and online freelancing knowledge.

Capstone Project: Trainees will complete and present a **comprehensive project** simulating an actual office assistant's day:
- Create a database in MS Access to manage office records
- Generate Excel reports and charts for monthly data
- Draft and format official correspondence in MS Word
- Design a brief PowerPoint for staff training
- Host a virtual meeting using Zoom/Meet/Teams
- Submit digital copies via email as part of workflow

Learning Objectives
Trainee will be able to:
- Apply all core office software skills in an integrated, real-world scenario.
- Demonstrate the ability to manage, analyze, and present data using MS Access and Excel.
- Draft, format, and finalize professional correspondence in MS Word.
- Create concise and visually appealing PowerPoint presentations for staff or training purposes.
- Conduct and manage virtual meetings using Zoom, Google Meet, or Microsoft Teams.
- Submit and share digital documents effectively as part of workflow management.

Knowledge / Content
- **Integrated Office Workflow:**
  - Using MS Access for database management and records organization.
  - Excel for data analysis, reporting, charts, and pivot tables.
  - MS Word for official documentation, letters, and reports.

- o PowerPoint for internal presentations, training materials, and communication.
  - o Online meeting platforms for collaboration, presentation, and coordination.
  - o Email for professional sharing, submission, and follow-up.
- **Professional Practices:**
  - o Maintaining data integrity and accuracy.
  - o Ensuring clarity, readability, and visual appeal in all documents.
  - o Managing time effectively and following structured workflows.
  - o Observing virtual meeting etiquette and presentation best practices.

Skills / Practical Tasks:
- Activity 1: Create a functional database in MS Access to manage sample office records.
- Activity 2: Generate Excel reports with formulas, charts, and pivot tables to summarize monthly data.
- Activity 3: Draft and format an official correspondence document in MS Word, including headers, footers, and page numbering.
- Activity 4: Design a brief PowerPoint presentation for staff training or project briefing.
- Activity 5: Host a virtual meeting to present findings and reports using Zoom, Google Meet, or Teams.
- Activity 6: Submit all completed digital documents via email as part of workflow.

Trainer's Notes
- Guide trainees to integrate all learned skills seamlessly.
- Encourage attention to professional formatting, data accuracy, and clarity.
- Demonstrate effective use of each tool in the workflow context.
- Observe trainee performance in virtual meeting management, presentation, and document submission.
- Provide real-world examples and simulate office scenarios for authenticity.

Assessment Criteria
- Trainee creates a functional and well-organized Access database.
- Excel reports and charts are accurate, well-formatted, and insightful.
- MS Word documents demonstrate professional formatting and clarity.
- PowerPoint slides are visually appealing and concise.
- Trainee conducts virtual meetings effectively with professional etiquette.
- All deliverables are submitted digitally in a timely and organized manner.
- Overall performance reflects readiness to perform office assistant duties in real-world environments.

Module 1.1: Health & Safety
Objective: Develop awareness and practices to ensure personal and workplace safety, recognize hazards, and respond effectively to emergencies.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials
LU 1.1.1: Introduction to Safety	**Trainee will be able to:** - Explain why safety is important in every environment, including training rooms and workplaces. - Recognize that safety is a shared responsibility of everyone. - Follow safety instructions, signs, and rules effectively.	Safety is the foundation of every training environment—whether you are working with computers, electrical equipment, or simply sitting at a desk. A safe training space ensures that everyone can focus on learning without distractions, injuries, or unnecessary risks. **Why Safety Matters** Even in a digital-skills classroom, accidents can happen. Something as simple as water near a laptop, tangled charging cables, or chairs blocking walkways can lead to injury or damage. Taking small precautions helps protect people, equipment, and the overall learning environment. Safety is not the responsibility of one person—it is a shared duty. Trainers, trainees, and support staff must work together to maintain a clean, organized, and hazard-free workspace. A trainee who notices a broken power socket or a loose tile should report it immediately. When everyone participates, the entire environment becomes safer and more productive. **Following Rules, Signs & Instructions** Safety instructions are not restrictions—they are guidelines to protect everyone. Examples of common safety rules include: - No food or drinks near computers - Keep cables organized and away from walking paths - Do not use damaged chargers or devices - Maintain proper posture while sitting - Pay attention to safety signs (Fire Exit, No Entry, Caution, etc.) Understanding common safety signs helps trainees behave responsibly and avoid danger. These signs guide movement during emergencies and prevent accidents before they happen. **Digital Safety Awareness** In digital skills training, safety also includes **online safety**: - Avoid clicking unknown links

- Use strong passwords
- Keep personal information secure
- Don't download unauthorized software

These practices protect you from viruses, hacking, or data loss.

Helpful Videos (Free Learning Resources)

Safety Animation – Why Safety Matters
A simple visual explanation of why safety is important in all environments.
https://www.youtube.com/watch?v=FE5lbMzpZlo

Safety Attitudes at Work
Shows how small daily habits prevent accidents and build a safer workspace.
https://www.youtube.com/watch?v=5_IFz7FEZ9E

Mandatory Safety Signs Explained
Introduces common safety signs and how to understand them quickly.
https://www.youtube.com/watch?v=MAqpf8oh-MY

Summary
A safe environment helps trainees learn better, reduces accidents, and protects equipment. By staying alert, following rules, and taking responsibility, everyone contributes to a positive and secure training atmosphere.

| LU 1.1.2: Personal Safety Practices | **Trainee will be able to:**
• Describe the importance of personal hygiene and cleanliness in a workplace or training setting.
• Identify appropriate clothing and protective items required for safe participation.
• Demonstrate how to maintain a clean, organized, and safe workspace. | Personal safety practices help trainees create a clean, comfortable, and hazard-free environment that supports learning and productivity. These habits protect not only the trainee but also classmates, trainers, and equipment in the training room.
Importance of Personal Hygiene
Good hygiene is essential in any shared space. It helps maintain a healthy environment and reduces the spread of illness. Clean hands, proper grooming, and avoiding unhygienic practices help everyone work confidently and comfortably. Simple habits such as washing hands before using equipment, keeping your face mask (if required) clean, and avoiding touching shared surfaces unnecessarily all contribute to a safer environment.
Appropriate Clothing and Protective Items
Wearing the right clothes is a part of personal safety:
    • Choose comfortable clothing suitable for sitting and moving around. |

- Avoid loose accessories (scarves, long jewelry) that may get caught in chairs, bags, or equipment.
- Closed shoes are safer than open sandals, especially around electrical cords.
- If the training requires any protective items—such as glasses or masks—use them consistently.

These simple choices reduce the chances of tripping, slipping, or damaging equipment.

Keeping Your Workspace Clean and Organized

A clean workspace helps prevent accidents and improves focus. Keeping your area neat also makes it easier to work with computers or tools.

Good workspace habits include:

- Arrange cables properly to avoid tangles and tripping.
- Keep drinks, food, or water bottles away from laptops and power sources.
- Organize files, notebooks, and bags to avoid clutter.
- Immediately clean up small spills or report them to the trainer.
- Ensure your chair, table, and computer are positioned properly to maintain good posture.

An organized workspace also shows professionalism and prepares you for workplace environments.

Helpful Free Videos / Online Resources

Personal Cleanliness & Hygien

Explains why hygiene matters in shared spaces.

https://www.youtube.com/watch?v=Z3vZ5nF4nT8

Workplace Cleanliness & Desk Organization Tips

Shows simple ways to keep your workspace clean and productive.

https://www.youtube.com/watch?v=VxYw24ixe6I

Basic Safety Practices in Offices & Labs

Highlights safe clothing, posture, and workspace habits.

https://www.youtube.com/watch?v=t1Qlgw-P34U

Summary

Personal safety begins with everyday habits—cleanliness, proper clothing, and an organized workspace. These practices reduce accidents, support a healthy learning

		environment, and help trainees build professional habits that are essential for any future workplace.
LU 1.1.3: Hazard Awareness	**Trainee will be able to:** • Define what a hazard is in workplace and training environments. • Identify common hazards such as slips, trips, electrical risks, tools, and stress. • Demonstrate how to report unsafe conditions immediately.	Hazard awareness is a core part of maintaining a safe training or workplace environment. A **hazard** is anything that has the potential to cause harm—whether it affects people, equipment, or the training process. Many hazards are easy to miss because they blend into everyday surroundings, but understanding how to identify them is the first step toward preventing accidents. Hazards can appear in many forms. A wet floor near the entrance, wires stretched across the room, unstable chairs, or damaged equipment are all examples of physical hazards. Electrical hazards include broken plugs, exposed wiring, overloaded extensions, or using electronics with wet hands. Even mental stress, fatigue, or distractions can become hazards because they reduce focus and increase the chances of mistakes. When trainees learn to identify these risks early, they help protect themselves and everyone around them. Recognizing hazards begins with simple awareness. Every time you enter a classroom, lab, or workplace, take a moment to observe your environment. Look for anything that seems unsafe, out of place, broken, or unusually positioned. A small object on the floor, a chair sticking out in a walkway, or liquid near a power source may not look dangerous at first glance, but each can cause injury if ignored. Hazard awareness is about noticing the small things before they become big problems. Understanding hazards is important because it helps prevent accidents, saves time, and avoids damage to valuable equipment. Many incidents happen not because conditions were extremely dangerous, but because no one paid attention. When trainees are alert, responsible, and proactive, training becomes smoother, safer, and more professional. Once a hazard is identified, it must be reported immediately. Reporting a hazard is not complaining—it is taking responsibility. Inform the trainer or supervisor clearly and provide the exact location and nature of the hazard. For example, you might say, "There is water on the floor near the power extension," or "This cable is damaged and exposed." If possible, warn others so they stay away until the issue is resolved. Trainees should never attempt to fix electrical or mechanical hazards on their own unless trained to do so.

		To build your skills further, explore the following free videos and resources. Each explains hazard identification and safety in an easy-to-understand way.
		Watch this video: Introduction to Workplace Hazards (4 min)
		This video explains common hazards found in classrooms, labs, and workplaces.
		Link: https://www.youtube.com/watch?v=jrmJdx5vqRA
		Watch this video: Common Workplace Hazards Explained
		A simple guide to identifying physical, electrical, and equipment-related hazards.
		Link: https://www.youtube.com/watch?v=XBv5xqf-Wo4
		Watch this video: Electrical Safety Basics
		Introduces basic electrical risks and how to stay safe around electrical equipment.
		Link: https://www.youtube.com/watch?v=jE3Z4SpZ0Jw
		Watch this video: Slips, Trips, and Falls
		Shows how simple hazards like clutter and wet floors can cause serious injuries.
		Link: https://www.youtube.com/watch?v=JpV7PdnZTkA
		Watch this video: Stress as a Hazard
		Explains how stress and fatigue can lead to unsafe behavior and poor decisions.
		Link: https://www.youtube.com/watch?v=J3g0tF01YfQ
		Free Safety Handbook (PDF)
		This free handbook introduces basic hazard awareness concepts used in workplaces.
		Link: https://www.hse.gov.uk/pubns/indg163.pdf
		In summary, hazard awareness is about staying alert, thinking ahead, and responding quickly. When trainees are aware of hazards and report them responsibly, they create a safe, efficient, and supportive learning environment.
LU 1.1.4: Emergency Preparedness	**Trainee will be able to:** • Explain the importance of staying calm during emergencies. • Identify exits, safe areas, and emergency equipment in the training environment. • Follow trainer/supervisor guidance during emergencies.	Emergency preparedness is the ability to respond quickly, calmly, and effectively when an unexpected situation occurs. In any training environment—whether it is a computer lab, classroom, or office—emergencies such as fire, electrical failure, medical issues, or equipment malfunction can happen without warning. Being prepared helps prevent panic, reduces harm, and ensures everyone's safety. Staying calm during emergencies is the most important first step. Panic leads to confusion, poor decisions, and delays in evacuation. When trainees stay calm, they are able to think clearly, follow instructions, and move safely to designated areas. Calm behavior also encourages others to remain composed.

	• Demonstrate basic response steps in case of fire, electrical failure, or other incidents.	Every training room has specific exits, safe zones, and emergency equipment such as fire extinguishers, alarms, and first aid kits. Trainees should take a moment each day to observe their surroundings and note these locations. Knowing where to go and what tools are available can save valuable time in a real emergency. During any emergency, it is critical to follow the trainer's or supervisor's instructions. They are trained in safety procedures and know the correct steps to take. Whether it's evacuating the room, shutting down equipment, or assembling in a safe area, trainees should listen carefully and respond immediately. Preparedness also includes understanding how to respond to different types of incidents. In case of fire, trainees should avoid using lifts, move quickly toward exits, and never attempt to retrieve personal belongings. During electrical failures, trainees should stay seated, avoid touching wires or metal surfaces, and wait for instructions. If someone gets injured, trainees should not attempt advanced first aid but must inform the supervisor and call for help. Emergency preparedness is not just about reacting—it is about being aware, responsible, and proactive. A well-prepared trainee contributes to a safer training environment for everyone. **Watch / Learn** Safety in emergencies is best understood through real examples and demonstrations. The following free videos and resources provide clear guidance. 1. "What to Do in an Emergency – Basic Safety Guide" https://www.youtube.com/watch?v=1LNDvGqVf2o 2. "Fire Safety and Evacuation Procedures" https://www.youtube.com/watch?v=BLjoWjCrDqg 3. "How to Use a Fire Extinguisher – PASS Method Explained" https://www.youtube.com/watch?v=lUojO1HvC8E 4. "Electrical Safety Basics for Everyone" https://www.youtube.com/watch?v=Y8jzE7f2Jzk 5. "Emergency Preparedness Training – Workplace Safety" https://www.youtube.com/watch?v=6k6aYlKa1tY 6. Free course: "Emergency Preparedness Basics – Alison Online" https://alison.com/course/emergency-preparedness

| LU 1.1.5: Basic First Aid Awareness | **Trainee will be able to:**
• Identify the location and importance of the first aid kit in the training environment.
• Provide simple care for minor injuries such as cuts, burns, or sprains.
• Recognize when and how to seek professional medical help. | Basic first aid awareness ensures that trainees can respond quickly and safely to minor injuries that may occur in a training or workplace environment. Even in computer labs or office-based settings, incidents such as small cuts, minor burns from equipment, headaches, or sprains can happen unexpectedly. Knowing how to handle these situations prevents complications and provides comfort until professional help arrives.
The first and most important step is knowing where the first aid kit is located. Every training room should have a clearly labeled kit that contains items such as bandages, antiseptic wipes, adhesive tape, burn cream, and gloves. Trainees should familiarize themselves with the kit's location on the first day of training. Understanding what is inside the kit helps trainees respond confidently and avoid unnecessary panic.
Basic care for minor injuries is simple but must be done correctly. Small cuts should be washed gently with clean water and covered with a bandage to prevent infection. Minor burns can be cooled under clean running water for several minutes to reduce pain and swelling. Sprains require rest, elevation, and avoiding further strain. These small steps make a big difference in protecting the injured area and supporting quick recovery.
However, trainees must also recognize when a situation requires professional medical assistance. If the bleeding does not stop, the burn is large or severe, the person feels dizziness or weakness, or the injury involves electrical shock, immediate help must be sought. Trainees should never attempt advanced medical procedures. Instead, they should notify the trainer or supervisor, who will follow the appropriate emergency protocol.
Basic first aid awareness builds confidence and promotes a supportive learning environment. When trainees know how to respond calmly and appropriately, they help reduce risk, minimize harm, and maintain a safe atmosphere for everyone.
Watch / Learn
Below are useful, beginner-friendly videos and free resources for understanding basic first aid.
1. "Basic First Aid Skills Everyone Should Know"
https://www.youtube.com/watch?v=O0O-gwZKcYg
2. "How to Treat Minor Cuts and Scrapes"
https://www.youtube.com/watch?v=9J1n0bW9Y2o |

3. "First Aid for Minor Burns – Step by Step"
   https://www.youtube.com/watch?v=R3X1AHzQ9dY
4. "First Aid for Sprains and Strains"
   https://www.youtube.com/watch?v=UqvZbFdn2KM
5. "When to Seek Medical Help – Basic Guide"
   https://www.youtube.com/watch?v=aWl4JvPBDo4
6. Free course: "First Aid for Beginners – Alison Online"
   https://alison.com/course/basic-first-aid

Module 1.2: Computer & Digital Essentials
Objective: Gain essential digital literacy by learning the basics of computers, file and folder management, cloud storage, and using common devices like printers and scanners.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials
LU 1.2.1: Introduction to Computers & Peripherals	**Trainee will be able to:** • Define a computer and explain its basic functions. • Identify different types of computers (desktop, laptop, tablet). • Recognize common peripherals and their purposes. • Understand the role of computers in office and professional environments.	A computer is an electronic machine that processes information and helps us perform tasks such as typing documents, browsing the internet, preparing presentations, storing data, and using software for office work. Computers have become essential tools in professional environments because they make tasks faster, more accurate, and more organized. Every modern workplace—from offices and banks to hospitals and businesses—relies on computers for communication, data management, and productivity. There are different types of computers used for different purposes. A **desktop computer** is commonly used in labs and offices because it is powerful and can run heavy applications. A **laptop** is portable, making it ideal for people who need flexibility while working. **Tablets** are lightweight devices used for reading, browsing, and quick tasks. Although they look different, all computers perform four main functions: receiving input, processing information, storing data, and producing output. Computers work effectively when connected with other devices called peripherals. **Input devices** such as the keyboard, mouse, webcam, and scanner allow users to enter information. **Output devices** like the monitor, speakers, and printer display results or produce physical copies. Some peripherals combine multiple functions, such as multifunction printers that print, scan, and photocopy. Understanding these devices

		helps trainees handle everyday office tasks—connecting a mouse, printing documents, scanning IDs, or using a webcam for online meetings.
		Computers and peripherals play a central role in office operations. They help employees send emails, prepare reports, store important files, access online tools, and communicate with colleagues. Learning about these devices builds confidence, reduces mistakes, and prepares trainees for a modern workplace where technology is used daily. With this foundation, trainees become more productive, independent, and capable of performing professional digital tasks.
		Helpful Free Videos / Online Resources
		What Is a Computer?
		https://www.youtube.com/watch?v=I6Fbh4U75w0
		Types of Computers
		https://www.youtube.com/watch?v=bH1n0AiQK1Q
		Computer Input & Output Devices
		https://www.youtube.com/watch?v=bWmB8bRZbVA
		How Computers Are Used in Offices
		https://www.youtube.com/watch?v=im1eN2bXJ3U
		Free Online Course: Basic Computer Skills (GCF Global)
		https://edu.gcfglobal.org/en/computers
		Free Online Course: Digital Literacy Basics (Microsoft)
		https://learn.microsoft.com/en-us/training/browse/?expanded=digital-literacy
		Free Guide: Introduction to Computers (OpenLearn)
		https://www.open.edu/openlearn/science-maths-technology/introduction-computers/content-section-0
		Summary
		Understanding what a computer is and how peripherals support it forms the base of digital literacy. By learning the types of computers, their basic functions, and the purpose of commonly used devices, trainees gain essential skills for handling office tasks confidently. This knowledge prepares them to work more efficiently and adapt easily to digital tools used in professional environments.
LU 1.2.2:	**Trainee will be able to:**	Effective folder and file management is one of the most important digital skills for any office or professional environment. A well-organized computer makes your work faster,

| Folder Management, File Formats, PDF, ZIP, Cloud Storage (Google Drive/ OneDrive) | • Understand folder and file organization principles.
• Identify common file formats and their uses (e.g., DOCX, XLSX, PDF, JPG, PNG, ZIP).
• Learn how to compress files into ZIP format.
• Understand the basics of cloud storage and use Google Drive / OneDrive for file management. | reduces mistakes, and ensures that important documents are always easy to find. Folder management simply means creating a clear structure—using folders, subfolders, and proper file names—so that everything stays in order. For example, a trainee may keep separate folders for assignments, images, certificates, or office documents. Good organization also helps prevent accidental deletion, duplication, or confusion when working on shared systems.
Understanding file formats is equally important. Different formats serve different purposes. DOCX is used for Word documents, XLSX for spreadsheets, and PPTX for presentations. JPG and PNG are image formats, where JPG is best for photos and PNG is better for graphics with transparency. PDF is widely used for final documents because it keeps the layout the same on every device. ZIP files are used to compress large files or multiple files into a single package, making them easier to store or share. Learning how to create and extract ZIP files helps trainees manage storage space and send files more efficiently.
Cloud storage—such as Google Drive and OneDrive—has become essential in modern workplaces. Cloud platforms allow you to save files online instead of only on your computer, so you can access them from any device. They also make it easy to share files with others, collaborate on documents, and keep backups in case your computer is damaged or lost. Basic tasks include uploading files, creating folders, sharing links, and organizing work just like you would on a local computer. For office assistants, using cloud storage is a standard digital literacy skill that improves teamwork and workflow.
Helpful Free Videos / Online Resources
Understanding File & Folder Organization
https://www.youtube.com/watch?v=Wvvx6bRIpKg
File Types & Formats Explained
https://www.youtube.com/watch?v=Q-8_p7LM3a8
How to Create ZIP Files & Extract ZIP Files
https://www.youtube.com/watch?v=dS4nT0Y8VJk
Google Drive Basics for Beginners
https://www.youtube.com/watch?v=HtisSMnZy8k
OneDrive for Beginners (Uploading, Sharing, Organizing)
https://www.youtube.com/watch?v=ZcC1m0c1S0E |

Free Online Courses / Guides
Google Workspace Learning Center – Google Drive Basics
https://support.google.com/a/users/answer/9310243
Microsoft OneDrive Training
https://support.microsoft.com/en-us/office/onedrive-video-training-6b26de57-5e0b-4b96-bfe1-5b34c039595e
GCFLearnFree: Computer Basics & File Management
https://edu.gcfglobal.org/en/topics/computers/

Summary
Folder and file management helps trainees stay organized, work faster, and avoid mistakes. Knowing the purpose of common file formats like PDF, JPG, PNG, and ZIP is essential in any office environment. Learning how to compress files, organize folders, and use cloud storage platforms such as Google Drive and OneDrive prepares trainees for modern digital workflows. With these skills, trainees build strong digital foundations that support efficiency, collaboration, and professional growth.

| LU 1.2.3: Printer, Scanner, Screenshot | **Trainee will be able to:**
• Understand the basic functions of printers and scanners.
• Learn how to operate a printer and scanner in an office environment.
• Capture screenshots and use them in documents and presentations.
• Recognize practical use cases for printing, scanning, and screenshots. | **Understanding Printers, Scanners & Screenshots**
Printers and scanners are essential office peripherals used for creating or capturing documents.
A **printer** produces a physical copy of digital documents such as letters, reports, certificates, and photos. Common printer types include inkjet and laser printers. Office settings mostly use laser printers due to their speed and lower printing cost per page.
A **scanner** converts physical documents into digital images or PDFs. Scanning is commonly used for record-keeping, emailing documents, or uploading assignments and forms.
A **screenshot** is an image captured directly from your computer screen. Screenshots are helpful for creating tutorials, reporting errors, saving online information, or inserting visuals into documents and presentations.
Operating Printers and Scanners
Trainees learn how to:
• Connect a printer (USB or Wi-Fi) and install its drivers.
• Use basic printing settings such as page size, number of copies, and color/B&W. |

- Scan documents using built-in software or apps like Windows Scan.
- Save scanned files in formats such as PDF, JPG, or PNG.
- Troubleshoot common issues (low ink, paper jam, offline printer).

Screenshot Skills:
- Capture screenshots using **PrtScn**, **Windows + Shift + S**, or built-in tools like Snipping Tool.
- Paste or save screenshots into Word, PowerPoint, or image folders.
- Organize and label screenshots for training material or office documentation.

Practical Applications

In a real office environment, these functions are used for:
- Printing letters, memos, reports, certificates, invoices.
- Scanning documents for email submissions or digital record-keeping.
- Using screenshots to document steps during troubleshooting or preparing manuals.
- Sharing visual information quickly with colleagues or clients.

Helpful Free Videos / Online Resources
- How to Use a Printer (Beginner Guide) – YouTube
  https://www.youtube.com/watch?v=zl-dDq7vA3M
- How to Scan Documents – YouTube
  https://www.youtube.com/watch?v=4C2Wn3Qps44
- How to Take Screenshots on Windows – YouTube
  https://www.youtube.com/watch?v=LOjQ1zKq4Sg

Free Online Resources:
- Windows Printing & Scanning Guide
  https://support.microsoft.com/en-us/windows
- Google Workspace: Printing & Scanning Basics
  https://support.google.com/

Summary

This learning unit introduced printers, scanners, and screenshot tools commonly used in office environments. Trainees learned how to print documents, scan physical pages into digital format, and capture screenshots for reporting or documentation. By the end of this unit, learners should feel confident performing these essential office tasks efficiently.

Module 2: Operating Systems, Email & Internet
Objective: Develop the ability to install and configure operating systems, manage user accounts and security, and effectively use email, browsers, and online tools.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials

LU 2.1:
Install OS &
Drivers
	Trainee will be able to:
	• Understand the purpose of an operating system (OS) and device drivers.
	• Learn the process of installing a Windows OS (or other office-standard OS).
	• Install necessary drivers for hardware components and peripherals.
	• Ensure the system is ready for office tasks with functional hardware and software.
		Understanding Operating Systems & Drivers
		An **operating system (OS)** is the primary software that manages computer hardware, software, and resources. It allows users to interact with the computer and run applications. Common office-standard OS include **Windows 10/11**, **Linux distributions**, and **macOS**.
		Device drivers are programs that allow the OS to communicate with hardware components like printers, graphics cards, network adapters, and scanners. Without proper drivers, hardware may not function correctly.
		Installing an OS and drivers correctly ensures that your computer is fully functional and ready for professional or office tasks.
		Step-by-Step Practical Tasks
		Task 1: Installing Windows OS
		  1. Backup all important data from your device.
		  2. Create a bootable USB drive with the Windows OS installer using tools like **Rufus**.
		  3. Insert the USB and restart the computer. Enter **BIOS/UEFI** to set USB as the primary boot device.
		  4. Follow on-screen instructions to:
		     o Select language and region.
		     o Choose installation type (Upgrade or Custom).
		     o Partition the drive if needed.
		  5. Complete the installation and create a user account.
		Task 2: Installing Device Drivers
		  1. Identify hardware devices that require drivers (sound, graphics, network, printer).
		  2. Use the **manufacturer's website** or the **driver CD** to download the latest drivers.
		  3. Run the installation files and follow prompts.

		4. Restart the system if required. 5. Verify driver installation via **Device Manager**: no device should show a warning icon. **Task 3: Preparing the System for Office Use** • Update Windows via **Settings → Update & Security → Windows Update**. • Install basic office software (Word, Excel, PowerPoint). • Connect and test peripherals such as keyboard, mouse, printer, and scanner. • Set up antivirus and firewall for security. **Practical Applications** • Ensures computers in offices are ready for daily tasks. • Allows smooth communication and software use. • Prevents hardware issues due to missing drivers. • Prepares systems for email, browsing, and online collaboration tools. **Helpful Free Videos / Online Resources** • How to Install Windows 10 / 11 – YouTube https://www.youtube.com/watch?v=8FJ5rZbXuzM • Installing Device Drivers on Windows – YouTube https://www.youtube.com/watch?v=2TX6m91bGkE • Windows 10/11 Setup Guide – Microsoft Docs https://support.microsoft.com/en-us/windows • Free Course: Computer Fundamentals – Alison https://alison.com/course/digital-literacy-for-computers **Summary** This learning unit teaches trainees the fundamentals of installing operating systems and drivers to make computers ready for professional use. Trainees learn to set up Windows OS, install essential drivers, and configure the system for office tasks. Proper OS and driver setup ensures all hardware functions correctly, providing a smooth and secure digital workspace.
LU 2.2: Create User Accounts & Configure Defender	**Trainee will be able to:** • Understand the importance of user accounts and permissions in an office environment.	**Understanding User Accounts & System Security** User accounts help organize computer access and protect sensitive information. In office environments, different users may require different levels of access. For example:

- Learn to create and manage multiple user accounts on Windows OS.
- Configure Windows Defender (or equivalent antivirus) to protect the system.
- Implement basic security measures for safe computing.

- **Administrator accounts** can install software, change settings, and manage other users.
- **Standard accounts** are limited to basic tasks like using applications and browsing files.

Proper user account management ensures that only authorized individuals can make critical changes, reducing security risks and protecting data.

Windows Defender is a built-in antivirus and security tool that helps protect the system from viruses, malware, and phishing attacks. Configuring Defender correctly is crucial for maintaining a safe and stable office environment.

Step-by-Step Practical Tasks

Task 1: Creating & Managing User Accounts
1. Open **Settings → Accounts → Family & other users**.
2. Click **Add someone else to this PC**.
3. Choose to add a **Microsoft account** or a **local account**.
4. Assign account type:
   - Administrator → full access
   - Standard → limited access
5. Set a strong password and security questions.
6. Verify account creation by switching users or logging in.

Tips for Office Environments:
- Create individual accounts for each staff member.
- Avoid sharing admin passwords.
- Use descriptive names for clarity (e.g., John.Smith).

Task 2: Configuring Windows Defender
1. Open **Settings → Update & Security → Windows Security → Virus & threat protection**.
2. Ensure **Real-time protection** is ON.
3. Run a **quick scan** to check for threats.
4. Update virus definitions regularly.
5. Configure **Ransomware protection** for sensitive folders.
6. Review and adjust firewall settings for added security.

Best Practices:
- Schedule regular scans.

- Avoid downloading unknown files or clicking suspicious links.
- Keep Windows and antivirus software updated.

Practical Applications
- Protects office systems from malware and unauthorized access.
- Ensures data integrity and privacy for employees and clients.
- Allows safe multitasking by providing separate accounts for different users.
- Reduces risk of accidental system changes by limiting standard account permissions.

Helpful Free Videos / Online Resources
- How to Create User Accounts on Windows 10/11 – YouTube
  https://www.youtube.com/watch?v=J8TmT8i8F6E
- Windows Defender Tutorial – YouTube
  https://www.youtube.com/watch?v=a8x85jUbG1Y
- Windows Security & Defender Guide – Microsoft Docs
  https://support.microsoft.com/en-us/windows
- Free Course: Digital Literacy – Microsoft Learn
  https://learn.microsoft.com/en-us/training/paths/digital-literacy/

Summary
This learning unit equips trainees with the skills to create and manage user accounts and configure Windows Defender for safe computing. By properly managing accounts and security settings, trainees ensure office systems are protected, data is secure, and users can work efficiently in a controlled, professional environment.

| LU 2.3: Email, Browsing & Downloads, Knowledge of other Email Clients | **Trainee will be able to:**
• Understand the basics of email communication and etiquette.
• Learn to set up, send, receive, and manage emails.
• Use web browsers efficiently for research and office tasks.
• Download files safely and manage downloaded content. | Email is a primary tool for professional communication, allowing fast and documented messaging. Effective email use includes composing clear messages, using proper etiquette, attaching files correctly, and organizing emails into folders.
Web browsers are tools to access information on the internet. Browsers like **Chrome, Edge, or Firefox** allow users to search for documents, access web-based applications, and download resources. Safe browsing practices and understanding how to manage downloads prevent malware infections and maintain system efficiency.
Other email clients such as **Microsoft Outlook**, **Mozilla Thunderbird**, and **Gmail** provide additional features like calendar integration, task management, offline access, |

| | • Gain awareness of alternative email clients and their features (e.g., Outlook, Thunderbird, Gmail). | and enhanced security. Awareness of these clients helps trainees adapt to different professional environments.
Step-by-Step Practical Tasks
Task 1: Setting Up & Managing Email
1. Create an email account on Gmail, Outlook, or another provider.
2. Send an email with proper subject line, body text, and attachment.
3. Reply, forward, and organize emails into folders.
4. Apply email etiquette:
   o Use professional greetings and closings.
   o Keep messages concise and clear.
   o Avoid excessive use of CC/BCC.
Task 2: Browsing & Safe Downloads
1. Open a browser (Chrome, Edge, or Firefox).
2. Search for information relevant to office tasks using keywords.
3. Download files safely:
   o Only download from trusted websites.
   o Check file type and scan for viruses.
   o Organize downloads into folders for easy access.
4. Use bookmarks and browser history efficiently to navigate frequently used sites.
Task 3: Exploring Other Email Clients
1. Install or access alternative email clients like **Outlook** or **Thunderbird**.
2. Compare features such as:
   o Calendar and task integration.
   o Offline email access.
   o Enhanced security and spam filtering.
3. Choose the client best suited for your professional needs.
Practical Applications
• Communicate with colleagues, clients, and management efficiently.
• Perform online research and access cloud resources safely.
• Download and manage files in an organized manner.
• Adapt to different email clients depending on office or project requirements.
Helpful Free Videos / Online Resources |

		- How to Use Gmail – YouTube https://www.youtube.com/watch?v=fMPNnsY-7eQ - Microsoft Outlook Tutorial – YouTube https://www.youtube.com/watch?v=WkYzR7H9J9I - Safe Browsing & Download Practices – YouTube https://www.youtube.com/watch?v=6y8gJtVQ1N0 - Free Course: Email and Internet Basics – Alison https://alison.com/course/digital-literacy-for-e-mail-and-internet - Free Course: Web Browsing Essentials – Microsoft Learn https://learn.microsoft.com/en-us/training/modules/browse-web **Summary** This learning unit teaches trainees how to effectively use email, browsers, and downloads while understanding alternative email clients. By following safe practices and proper communication etiquette, trainees can perform professional digital tasks efficiently, maintain system security, and adapt to various office environments.

Module 3: MS Word & Document Processing, Google Docs
Objective: Acquire skills to create, edit, format, and secure professional documents using MS Word and Google Docs, including tables, references, and page setup.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials
LU 3.1: **Word Navigation, Editing, Formatting**	**Trainee will be able to:** - Navigate Microsoft Word interface effectively. - Perform basic editing tasks including cut, copy, paste, undo/redo. - Apply formatting to text, paragraphs, and documents for professional presentation.	**Understanding MS Word & Document Editing** Microsoft Word is a widely used word processor that allows users to create, edit, and format documents for professional, academic, and personal purposes. It provides tools to structure content, apply consistent formatting, and enhance readability. Basic editing skills such as **cut, copy, paste, undo, and redo** are essential for efficiently modifying text. Formatting tools—including **font styles, sizes, colors, paragraph alignment, line spacing, bullets, and numbering**—help present information clearly and professionally. Structured documents using **styles** allow consistent headings, subheadings, and body text, making large documents easier to read and navigate. **Step-by-Step Practical Tasks**

	• Use styles, bullets, numbering, and alignment features for structured documents.	**Task 1: Navigating the Word Interface**

Task 1: Navigating the Word Interface
1. Open Microsoft Word or Google Docs.
2. Familiarize yourself with the **ribbon menu**, including Home, Insert, Layout, References, and Review tabs.
3. Locate common features: font selection, text size, alignment, and paragraph spacing.
4. Explore document views: **Print Layout**, **Web Layout**, and **Read Mode**.

Task 2: Editing Documents
1. Type sample text.
2. Use **cut, copy, paste** to move or duplicate content.
3. Apply **undo/redo** to correct mistakes.
4. Use **Find and Replace** for quick text changes.

Task 3: Formatting Documents
1. Apply **bold, italics, underline, and font color** to highlight text.
2. Adjust **paragraph alignment** (left, center, right, justify) and **line spacing**.
3. Create **numbered lists** and **bulleted lists**.
4. Use **Styles** for headings, subheadings, and normal text.

Practical Applications
• Preparing professional letters, reports, and proposals.
• Structuring multi-page documents for readability.
• Enhancing presentation with formatting, lists, and headings.
• Applying skills in both MS Word and Google Docs environments.

Helpful Free Videos / Online Resources
• Microsoft Word Basics – YouTube
  https://www.youtube.com/watch?v=Q3bqBz3GfXs
• Word Formatting Tips for Beginners – YouTube
  https://www.youtube.com/watch?v=9X3R-zlQebM
• Google Docs Tutorial – YouTube
  https://www.youtube.com/watch?v=eG7lAZR8jDk
• Free Course: Microsoft Word 2016 – Alison
  https://alison.com/course/diploma-in-microsoft-word-2016
• Free Resource: Google Docs Learning Center
  https://support.google.com/docs/

Summary

		This learning unit teaches trainees to navigate Microsoft Word, edit text efficiently, and apply professional formatting. Using styles, lists, and alignment features, trainees can create clear, structured, and polished documents suitable for office, academic, or professional use. These skills are transferable to Google Docs, enhancing versatility in document processing tasks.

LU 3.2: Tables, Sections, References	**Trainee will be able to:**
	• Create and format tables to organize data in Word documents.
	• Use sections to manage page layouts and different formatting styles.
	• Insert and manage references such as footnotes, endnotes, captions, and citations.
	• Apply these tools to produce professional, structured documents.
		Understanding Tables, Sections & References
		Tables are a key feature in Word that allow users to organize text, numbers, and other content into rows and columns. Proper use of tables improves readability and data presentation.
		Sections enable different parts of a document to have unique formatting, such as varying headers, footers, page orientation, or margins. This is particularly useful for reports, manuals, or multi-chapter documents.
		References like footnotes, endnotes, captions, and citations help document sources, add explanations, and maintain professionalism. Properly managing references is essential in academic, business, and technical documents.
		Step-by-Step Practical Tasks
		Task 1: Creating & Formatting Tables
		  1. Go to **Insert → Table** and select the desired number of rows and columns.
		  2. Enter data into table cells.
		  3. Adjust table properties:
		       o Column width and row height
		       o Text alignment and cell margins
		       o Table borders and shading for clarity
		  4. Apply **table styles** for a professional look.
		Task 2: Using Sections
		  1. Place the cursor where a new section is needed.
		  2. Go to **Layout → Breaks → Section Breaks**.
		  3. Choose **Next Page**, **Continuous**, or other options based on need.
		  4. Modify headers, footers, page orientation, or margins in each section independently.
		Task 3: Managing References
		  1. **Footnotes & Endnotes:**

- Place cursor at reference point → **References → Insert Footnote/Endnote**
- Type your note and let Word number automatically.

2. **Captions for Figures & Tables:**
   - Select object → **References → Insert Caption**
   - Add label (e.g., Table, Figure) and numbering.

3. **Citations & Bibliography:**
   - **References → Insert Citation → Add New Source**
   - Generate a bibliography automatically using Word's citation tools.

Practical Applications

- Organizing data in reports, invoices, or research papers.
- Applying different layouts or formatting styles in multi-section documents.
- Properly citing sources and labeling tables/figures for professional or academic purposes.
- Enhancing document readability and credibility.

Helpful Free Videos / Online Resources

- Microsoft Word Tables Tutorial – YouTube
  https://www.youtube.com/watch?v=n5GokNIXD0U
- Word Sections & Page Layout Tips – YouTube
  https://www.youtube.com/watch?v=jf04RwIczhw
- Footnotes, Endnotes & Citations in Word – YouTube
  https://www.youtube.com/watch?v=3X9OB5yrkMk
- Free Course: Microsoft Word Intermediate – Alison
  https://alison.com/course/microsoft-word-intermediate
- Free Guide: Google Docs – Tables, Headers, References
  https://support.google.com/docs/

Summary

This learning unit equips trainees to use tables, sections, and references effectively in Word and Google Docs. By mastering these tools, trainees can produce well-organized, professional, and academically or business-ready documents that are structured, clear, and visually consistent.

| LU 3.3:
Page Setup,
Security | Trainee will be able to:
• Configure page setup options including margins, orientation, size, and layout.
• Apply headers, footers, and page numbering appropriately.
• Understand document security features in Word and PDF.
• Protect documents with passwords and restrict editing for professional use. | **Understanding Page Setup & Document Security**
Proper page setup ensures that documents are visually consistent, professional, and suitable for printing or digital sharing. Configuring **margins, orientation, size, and layout** allows content to fit the page appropriately, improving readability and presentation.
Headers and footers provide consistent information across pages, such as document titles, dates, page numbers, or author names. Page numbering helps organize multi-page documents and is essential in reports, manuals, and formal submissions.
Document security protects sensitive information. Word and PDF files allow **password protection, restricting editing, and limiting access**, ensuring that only authorized personnel can view or modify documents. This is crucial for professional, academic, or confidential materials.
Step-by-Step Practical Tasks
Task 1: Configuring Page Setup
1. Go to **Layout → Margins** and select predefined or custom margins.
2. Set **orientation**: Portrait or Landscape.
3. Adjust **paper size** according to standards (A4, Letter, etc.).
4. Use **Layout → Columns** for multi-column documents if needed.
Task 2: Adding Headers, Footers & Page Numbers
1. Go to **Insert → Header/Footer** and select a style.
2. Add text such as document title, author, or date.
3. Insert **page numbers** in header, footer, or margin.
4. Use different headers/footers for sections if required.
Task 3: Securing Documents
1. **Word Security Options:**
   ○ **File → Info → Protect Document → Encrypt with Password**
   ○ Restrict editing: **Restrict Editing → Limit formatting & editing**
2. **PDF Security:**
   ○ Export Word document as PDF: **File → Save As → PDF**
   ○ Use PDF tools (Adobe Acrobat, online PDF editors) to add password or restrict editing.
3. Ensure strong, memorable passwords and share only with authorized recipients. |

<table>
<tr><td></td><td></td><td>

Practical Applications
- Prepare professional reports, manuals, and official documents with proper formatting.
- Ensure multi-page documents are organized with consistent headers, footers, and page numbers.
- Protect sensitive documents from unauthorized access or editing.
- Maintain confidentiality and professionalism in office and academic environments.

Helpful Free Videos / Online Resources
- Microsoft Word Page Setup Tutorial – YouTube https://www.youtube.com/watch?v=JqQ_5KzTY8Q
- Adding Headers, Footers & Page Numbers in Word – YouTube https://www.youtube.com/watch?v=5_zOgF_j4xM
- Word Document Security & Password Protection – YouTube https://www.youtube.com/watch?v=Xd9pIDSTFHU
- Free Course: Microsoft Word Advanced – Alison https://alison.com/course/microsoft-word-advanced
- Free Guide: Google Docs Page Setup & Security https://support.google.com/docs/

Summary

This learning unit equips trainees with skills to set up professional page layouts, add headers, footers, and page numbers, and secure documents against unauthorized access. By mastering these tools, trainees ensure that documents are well-formatted, professional, and protected, suitable for both print and digital distribution.

</td></tr>
</table>

Module 4: Excel, PowerPoint & Collaboration, Google Docs
Objective: Build proficiency in Excel for data management and visualization, create impactful presentations in PowerPoint, and collaborate effectively using Google and online meeting tools.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials

LU 4.1:
Excel Data Entry, Formatting, Functions, Charts, Pivot Table
	Trainee will be able to:
	• Navigate Microsoft Excel interface efficiently.
	• Enter and organize data in spreadsheets.
	• Apply formatting to cells, rows, columns, and worksheets for clarity.
	• Use basic and intermediate functions (SUM, AVERAGE, COUNT, IF).
	• Create charts and pivot tables to visualize and summarize data effectively.
		Understanding Excel for Data Management
		Excel is a powerful tool for organizing, analyzing, and presenting data. Proper data entry ensures accuracy and ease of analysis. Formatting cells, rows, columns, and worksheets makes data readable and professional. Functions like SUM, AVERAGE, COUNT, and IF allow trainees to perform calculations quickly and gain insights from data. Charts and pivot tables help visualize trends, compare values, and summarize complex datasets efficiently.
		Step-by-Step Practical Tasks
		Task 1: Data Entry and Organization
		  1. Open Excel and select a new workbook.
		  2. Enter data in rows and columns, keeping headers clear and concise.
		  3. Use **Freeze Panes** to keep headers visible while scrolling: **View → Freeze Panes**.
		  4. Sort and filter data to organize information efficiently: **Data → Sort & Filter**.
		Task 2: Formatting Worksheets
		  1. Apply **cell formatting**: font type, size, color, and alignment.
		  2. Format numbers, dates, and currency using the **Number Format** options.
		  3. Use borders and shading to distinguish headers and sections.
		  4. Adjust column width and row height for readability.
		Task 3: Using Functions
		  1. **SUM**: =SUM(A2:A10) – adds values in selected cells.
		  2. **AVERAGE**: =AVERAGE(B2:B10) – calculates average.
		  3. **COUNT**: =COUNT(C2:C10) – counts numeric entries.
		  4. **IF**: =IF(D2>50,"Pass","Fail") – conditional logic for decisions.
		Task 4: Creating Charts
		  1. Select the data range and go to **Insert → Charts**.
		  2. Choose chart type: Column, Line, Pie, Bar, etc.
		  3. Customize chart elements: titles, axis labels, colors, and legends.
		Task 5: Pivot Tables
		  1. Select your data range → **Insert → PivotTable**.
		  2. Drag fields to Rows, Columns, Values, and Filters areas.

		3. Summarize and analyze data dynamically without altering the original dataset. **Practical Applications** • Organize office data such as sales, inventory, attendance, or budgets. • Generate reports and summaries using functions and pivot tables. • Visualize trends, comparisons, and patterns with charts for presentations or decision-making. • Maintain professional, clean, and accurate spreadsheets suitable for business or academic use. **Helpful Free Videos / Online Resources** • Excel Data Entry & Formatting Basics – YouTube https://www.youtube.com/watch?v=rwbho0CgEAE • Excel Functions Tutorial (SUM, AVERAGE, COUNT, IF) – YouTube https://www.youtube.com/watch?v=9NUjHBNWe9M • Creating Charts in Excel – YouTube https://www.youtube.com/watch?v=5w0KEjbtbSk • Pivot Table Tutorial for Beginners – YouTube https://www.youtube.com/watch?v=9NUjHBNWe9M • Free Course: Microsoft Excel – Excel for Beginners – Alison https://alison.com/course/microsoft-excel-for-beginners • Google Sheets Basics – Free Guide https://support.google.com/docs/ **Summary** This learning unit equips trainees with essential Excel skills for data entry, formatting, functions, charts, and pivot tables. Mastering these tools allows trainees to organize, analyze, and visualize data efficiently, producing professional spreadsheets suitable for office, academic, and business environments.
LU 4.2: PowerPoint Slides, Animations	**Trainee will be able to:** • Navigate the Microsoft PowerPoint interface efficiently. • Create, edit, and format slides for professional presentations.	**Understanding PowerPoint for Professional Presentations** Microsoft PowerPoint is a powerful tool for creating professional, visually appealing presentations. Good slide design improves audience engagement, clarity, and retention of information. Applying **layouts, themes, and design consistency** ensures that presentations look polished and maintain a professional appearance. Animations

| | • Apply slide layouts, themes, and design consistency.
• Use animations and transitions to enhance slide delivery.
• Integrate multimedia elements like images, audio, and video. | and transitions add dynamics and can emphasize important points, while multimedia elements like images, audio, and video enrich content delivery.
Step-by-Step Practical Tasks
Task 1: Navigating PowerPoint
1. Open PowerPoint and familiarize yourself with the **Ribbon, Slide Pane, and Notes Section**.
2. Learn to switch between **Normal, Slide Sorter, and Reading View**.
3. Customize the **Quick Access Toolbar** for commonly used commands.
Task 2: Creating and Formatting Slides
1. Use **Home → New Slide** to add slides.
2. Choose appropriate **slide layouts** (Title, Title & Content, Two Content, Blank).
3. Apply **Themes** under **Design → Themes** for a consistent look.
4. Format text with font type, size, color, and alignment.
5. Adjust background styles or use images as slide backgrounds.
Task 3: Using Animations & Transitions
1. Select an object (text, shape, or image) → **Animations → Add Animation**.
2. Choose entrance, emphasis, or exit animations.
3. Apply **transition effects** between slides: **Transitions → Choose Effect**.
4. Adjust **duration and timing** for smooth presentation flow.
Task 4: Integrating Multimedia
1. Insert **images**: **Insert → Pictures → From File or Online**.
2. Add **audio**: **Insert → Audio → Audio on My PC or Record Audio**.
3. Add **video**: **Insert → Video → Online Video or Video on My PC**.
4. Resize, move, and format multimedia elements for visual balance.
Practical Applications
• Prepare impactful presentations for office meetings, academic lectures, and business pitches.
• Maintain visual consistency and professionalism across slides.
• Enhance engagement using animations, transitions, and multimedia.
• Deliver information clearly, emphasizing key points and supporting visuals.
Helpful Free Videos / Online Resources
• PowerPoint Basics & Slide Design – YouTube https://www.youtube.com/watch?v=XF34-Wu6qWU |

- PowerPoint Animations & Transitions Tutorial – YouTube
  https://www.youtube.com/watch?v=rvvGsa6vxgk
- Inserting Multimedia in PowerPoint – YouTube
  https://www.youtube.com/watch?v=rgIkF5kFPOk
- Free Course: Microsoft PowerPoint – Alison
  https://alison.com/course/diploma-in-powerpoint
- Google Slides Basics – Free Guide
  https://support.google.com/docs/

Summary
This learning unit equips trainees with the skills to create, format, and deliver professional presentations using PowerPoint. By mastering slide layouts, themes, animations, transitions, and multimedia integration, trainees can produce visually engaging and organized presentations suitable for workplace, academic, or business settings.

| LU 4.3:
Google Forms, Google Meet, Zoom, and Microsoft Teams for Online Meetings | **Trainee will be able to:**
Understand the purpose and applications of online collaboration and meeting tools. Create and manage Google Forms for surveys, quizzes, and data collection. Schedule, host, and participate in online meetings using Google Meet, Zoom, and Microsoft Teams. Apply best practices for professional online communication. | **Understanding Online Collaboration Tools**
Online collaboration and meeting tools are essential for modern workplaces, remote learning, and virtual teamwork. They allow individuals and teams to communicate, share information, collect data, and collaborate in real time, regardless of location. Google Forms helps gather structured data, surveys, or quizzes efficiently, while Google Meet, Zoom, and Microsoft Teams enable virtual meetings, discussions, and presentations. Understanding these tools ensures professional, smooth, and effective online communication.
Step-by-Step Practical Tasks
Task 1: Google Forms
1. Open Google Forms: **forms.google.com**.
2. Create a **new form** and give it a title and description.
3. Add different **question types**: Multiple choice, Short answer, Paragraph, Checkbox, Dropdown.
4. Enable **required fields**, quiz features, or section breaks.
5. Share the form via **link, email, or embed** in websites.
6. Analyze responses in **Responses → Summary or export to Google Sheets**.
Task 2: Scheduling and Hosting Online Meetings |

1. **Google Meet**:
   o Schedule via Google Calendar → **Add Meet link**.
   o Join, share screen, mute/unmute, use chat and participant management.
2. **Zoom**:
   o Schedule or start instant meetings via Zoom app or web.
   o Use waiting room, screen sharing, breakout rooms, and recording.
3. **Microsoft Teams**:
   o Schedule meetings via Teams calendar or Outlook.
   o Manage participants, chat, share files, and collaborate during calls.

Task 3: Best Practices for Online Meetings
- Test audio, video, and internet connectivity before joining.
- Use professional usernames and profile images.
- Mute microphones when not speaking to reduce noise.
- Share documents and screens clearly; highlight important points.
- Record meetings when necessary for reference or absent participants.

Practical Applications
- Conduct virtual office meetings, client calls, and team collaborations efficiently.
- Collect survey responses, quizzes, and feedback using Google Forms.
- Share documents, present reports, and collaborate in real time.
- Maintain professional communication standards during remote work.

Helpful Free Videos / Online Resources
- Google Forms Tutorial for Beginners – YouTube
  https://www.youtube.com/watch?v=E3E3hO9QZ0Q
- Google Meet Basics & Tips – YouTube
  https://www.youtube.com/watch?v=evBv_OlY3rI
- Zoom Tutorial for Beginners – YouTube
  https://www.youtube.com/watch?v=2gVft59MgGQ
- Microsoft Teams Tutorial for Beginners – YouTube
  https://www.youtube.com/watch?v=Y5JxKkQKQJ0
- Free Course: Google Forms & Sheets – Coursera
  https://www.coursera.org/learn/google-forms
- Free Guide: Online Meetings Best Practices – Microsoft Support
  https://support.microsoft.com/en-us/teams

		Summary This learning unit equips trainees with the knowledge and skills to use online collaboration tools effectively. By mastering Google Forms for data collection and Google Meet, Zoom, and Microsoft Teams for meetings, trainees can communicate professionally, manage remote teamwork, and maintain productivity in virtual environments.

Module 5.1: MS Access, Freelancing & Assessment
Objective: Learn to manage databases using MS Access, perform queries and reporting, and explore freelancing opportunities for applying digital skills in the job market.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials

LU 5.1.1:
Create Tables,
Forms,
Reports in
Access
	Trainee will be able to:
	• Understand the basics of Microsoft Access and relational databases.
	• Create and manage tables to store structured data.
	• Design forms for user-friendly data entry.
	• Generate reports to summarize and present data professionally.
		Understanding Microsoft Access
		Microsoft Access is a database management system that allows users to store, manage, and analyze structured data efficiently. Access is widely used in offices to track records, manage inventories, handle customer data, and generate reports. Understanding **tables, forms, and reports** helps trainees organize data systematically, reduce errors, and create professional outputs that can support decision-making and reporting.
		Step-by-Step Practical Tasks
		Task 1: Creating Tables
		  1. Open Microsoft Access → **Blank Database** → Name and save your file.
		  2. Go to **Create → Table**.
		  3. Add **fields** (columns) with appropriate **data types**: Text, Number, Date/Time, Currency.
		  4. Set **Primary Key** to uniquely identify records.
		  5. Enter sample data to test table structure.
		Task 2: Designing Forms
		  1. Go to **Create → Form**.
		  2. Choose **Form Layout** or **Design View**.
		  3. Add fields from tables for data entry.
		  4. Customize form layout, colors, and labels for clarity.

		5. Test the form by entering sample data to ensure proper functionality. **Task 3: Generating Reports** 1. Go to **Create → Report**. 2. Select the table or query to base the report on. 3. Customize report layout: group, sort, and filter data. 4. Add headings, labels, and formatting for professional presentation. 5. Preview and export reports to PDF or print as needed. **Practical Applications** • Maintain office databases such as employee records, inventory lists, or client information. • Use forms for accurate and easy data entry without exposing the underlying tables. • Generate structured reports to present information to management or clients. • Improve efficiency and professionalism in office tasks involving data. **Helpful Free Videos / Online Resources** • Microsoft Access Basics – YouTube https://www.youtube.com/watch?v=5lS6pNY14oU • Access Forms Tutorial – YouTube https://www.youtube.com/watch?v=FvH5YxG9x4s • Access Reports Tutorial – YouTube https://www.youtube.com/watch?v=EG4h25iUhko • Free Course: Microsoft Access – Alison https://alison.com/course/microsoft-access-2016 • Free Guide: Introduction to Databases – Microsoft Support https://support.microsoft.com/en-us/office/introduction-to-access-databases-0b4f2b70-1c16-4ff6-b3e4-5078a87f3d3f **Summary** This learning unit introduces trainees to Microsoft Access, enabling them to create structured tables, user-friendly forms, and professional reports. Mastery of these tools allows efficient data management, accurate reporting, and improved productivity in office or business environments.
LU 5.1.2:	**Trainee will be able to:**	**Understanding Data Entry and Queries in Access**

| Data Entry & Query Handling | Enter and update data efficiently in Microsoft Access tables. Understand and apply queries to retrieve, filter, and sort data. Use criteria and operators to refine query results. Generate meaningful insights from database queries. | Efficient data entry and query handling are fundamental skills for managing databases. Microsoft Access allows users to store large amounts of structured information in tables, while queries enable retrieval, filtering, and sorting of this data for analysis. By mastering these functions, trainees can quickly access the information they need, generate insights, and support decision-making in professional environments.
Step-by-Step Practical Tasks
Task 1: Efficient Data Entry
1. Open your Access database and navigate to the relevant table.
2. Use **datasheet view** or forms to enter new records.
3. Edit existing entries carefully to maintain accuracy.
4. Utilize **copy-paste, auto-fill, and tab navigation** for speed.
5. Validate data for consistency and completeness.
Task 2: Creating and Using Queries
1. Go to **Create → Query Design**.
2. Select the table(s) you want to query.
3. Add fields to the query grid.
4. Apply **criteria** to filter data (e.g., =, >, <, LIKE).
5. Sort results by one or more fields (ascending/descending).
6. Run the query to view filtered results.
Task 3: Advanced Query Techniques
1. Use **wildcards** for partial matches (e.g., "A*" for all names starting with A).
2. Combine criteria using **AND/OR** operators to refine searches.
3. Use **calculated fields** to perform simple calculations within queries.
4. Save queries for repeated use.
Practical Applications
Maintain accurate client, employee, or inventory records.
Retrieve information quickly for reporting or analysis.
Generate insights such as totals, averages, and trends from database queries.
Support business decisions and improve efficiency in office workflows.
Helpful Free Videos / Online Resources
Microsoft Access Data Entry Tutorial – YouTube
https://www.youtube.com/watch?v=5v9q6IBgM9Y |

- Access Queries Basics – YouTube
  https://www.youtube.com/watch?v=KZfF0fF9V5E
- Access Query Criteria & Operators – YouTube
  https://www.youtube.com/watch?v=lUo90FZw-QQ
- Free Course: Microsoft Access – Alison
  https://alison.com/course/microsoft-access-2016
- Free Guide: Introduction to Queries in Access – Microsoft Support
  https://support.microsoft.com/en-us/office/create-a-simple-select-query-9f992f2f-51c4-4b6c-bb36-0d7760df3c82

Summary

This learning unit equips trainees with the ability to enter data accurately and use queries to extract meaningful information from Microsoft Access databases. By efficiently managing and analyzing data, trainees can improve productivity, generate reports, and support informed decision-making in professional settings.

| **LU 5.1.3: Freelancing Basics (Fiverr, Upwork) & Online Jobs** | **Trainee will be able to:**
- Understand the concept of freelancing and online job opportunities.
- Explore popular platforms like Fiverr and Upwork for office and IT tasks.
- Learn the process of creating a freelancer profile and offering services.
- Identify skills in demand for digital and administrative tasks online. | **Understanding Freelancing and Online Jobs**
Freelancing is working independently for clients on projects rather than as a full-time employee. Online freelancing allows professionals to offer skills globally, manage schedules, and earn income remotely. Platforms like **Fiverr** and **Upwork** connect freelancers with clients needing services such as data entry, MS Office tasks, graphic design, digital marketing, and more. Understanding these platforms, creating an effective profile, and knowing the skills in demand are essential for success in the online job market.
Step-by-Step Practical Tasks
Task 1: Exploring Freelancing Platforms
1. Visit **Fiverr (www.fiverr.com)** and **Upwork (www.upwork.com)**.
2. Explore categories for digital, administrative, and IT services.
3. Observe how freelancers present their skills, portfolio, and pricing.
4. Identify the most in-demand services for your skillset.
Task 2: Creating a Freelancer Profile
1. Sign up with an email or social account.
2. Complete profile details: name, professional photo, bio, and skills.
3. Add portfolio samples or examples of previous work. |

| | | 4. Set services (Gigs on Fiverr) with clear descriptions and pricing. |
| | | 5. Highlight your strengths, specialties, and unique selling points. |

Task 3: Understanding Online Work Requirements

1. Communication: Respond promptly and professionally to clients.
2. Deadlines: Deliver projects on time to build trust and ratings.
3. Quality: Ensure work meets client expectations to earn positive reviews.
4. Payment: Understand platform payment methods and withdrawal procedures.

Practical Applications

- Earn income by completing digital or administrative tasks online.
- Build a professional online portfolio and reputation.
- Apply office and IT skills in real-world freelance projects.
- Explore global work opportunities without geographic limitations.

Helpful Free Videos / Online Resources

- Introduction to Freelancing – YouTube
  https://www.youtube.com/watch?v=5kqzHf1ICxU
- How to Start on Fiverr – YouTube
  https://www.youtube.com/watch?v=G6DKD3hKjVY
- Upwork Beginner's Guide – YouTube
  https://www.youtube.com/watch?v=VjRBRoX3l8E
- Free Course: Fiverr Freelancing for Beginners – Alison
  https://alison.com/course/fiverr-freelancing
- Free Guide: How to Get Started on Upwork – Upwork Help
  https://www.upwork.com/resources/start-freelancing

Summary

This learning unit introduces trainees to the world of online freelancing and remote work. By exploring platforms like Fiverr and Upwork, creating a professional profile, and understanding client expectations, trainees can begin earning income, build a portfolio, and apply their digital skills in real-world projects.

Module 5.2: Entrepreneurship Session
Objective: Understand the fundamentals of entrepreneurship by exploring idea generation, business planning, financing, and strategies to overcome challenges in starting and running a business.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials
LU 5.2.1: Introduction to Entrepreneurship	**Trainee will be able to:** • Define entrepreneurship and explain its importance in today's economy. • Identify characteristics of successful entrepreneurs. • Recognize opportunities where entrepreneurial thinking can be applied.	Entrepreneurship is the process of identifying opportunities, taking initiative, and creating value through innovative solutions, products, or services. This unit introduces trainees to the entrepreneurial mindset, its role in economic development, and how individuals can apply entrepreneurial thinking across various fields—including creative industries like graphic design, digital marketing, and tech. **What is Entrepreneurship?** • **Entrepreneurship** involves starting or managing a business to solve problems or meet market needs. • It includes **risk-taking, innovation, and resource management**. • Entrepreneurs drive job creation, economic growth, and social development. **Why Entrepreneurship Matters Today** • The global economy values **innovation** and **self-employment**. • Digital tools have made it easier to start and scale businesses. • Freelancers, designers, marketers, and IT professionals often grow into entrepreneurs. **Characteristics of Successful Entrepreneurs** 1. **Creativity & Innovation** Ability to think differently and develop unique solutions. 2. **Risk-Taking Ability** Willingness to step into uncertainty with confidence. 3. **Persistence & Resilience** Staying motivated despite challenges or failures. 4. **Strong Communication** Clear communication with clients, partners, investors, and customers. 5. **Problem-Solving Skills** Understanding user needs and developing practical solutions. 6. **Leadership & Decision Making** Ability to lead teams and make timely, effective decisions. **Recognizing Opportunities** Entrepreneurship begins with identifying gaps in the market or problems that need solving.

		Sources of Opportunity • Customer pain points • Emerging trends (e.g., digital services, e-commerce) • Technology and automation • Niche markets (e.g., logo design for small businesses) • Local community needs **How to Spot Business Ideas** • Observe everyday problems • Analyze interests and strengths • Explore platforms like Fiverr, Upwork, or Daraz to see trending services • Conduct basic market research (surveys, social media insights) **Tips for Developing an Entrepreneurial Mindset** • Think long-term and take proactive steps. • Be open to learning new skills or adapting to change. • Network with professionals, mentors, and peers. • Embrace experimentation—test ideas on a small scale first. **Watch / Learn** • "What is Entrepreneurship?" – Short Explanation https://www.youtube.com/watch?v=QEOQzIUbkYw • "Top Traits of Successful Entrepreneurs" https://www.youtube.com/watch?v=kQw5qH9V8AE • "How to Find a Business Idea (Beginner Friendly)" https://www.youtube.com/watch?v=bFaoK2GJr5U • "Entrepreneurial Mindset for Beginners – Free Course" https://www.coursera.org/learn/entrepreneurship-mindset
LU 5.2.2: **Types of** **Entrepreneurs** **hips**	**Trainee will be able to:** • Identify different types of entrepreneurship. • Explain the characteristics of each type with examples.	Entrepreneurship comes in many forms, depending on the size of the business, the goals of the entrepreneur, available resources, and market needs. Understanding these types helps trainees choose the right path for their skills and ideas. **1. Small Business Entrepreneurship** **What it is:** Businesses started to support a family or local community. These are not built to become very large companies.

| | | Recognize which type of entrepreneurship suits different business ideas. | **Examples:**
• Local shops
• Freelance graphic designers
• Small digital marketing agencies
• Beauty salons
• Repair shops
Characteristics:
• Low to medium investment
• Run by owner and a small team
• Focus on stable income, not massive expansion
2. Scalable Startup Entrepreneurship
What it is:
Businesses created with the intention to grow fast, attract investors, and scale globally.
Examples:
• Software companies
• Apps like Careem or Airbnb
• Tech startups
Characteristics:
• Innovation-based
• Requires investment (venture capital)
• High risk, high reward
• Rapid expansion mindset
3. Social Entrepreneurship
What it is:
Businesses built to solve social, environmental, or community problems.
Examples:
• NGOs offering sustainable solutions
• Startups providing education access
• Eco-friendly product companies
Characteristics:
• Purpose-driven
• Focus on societal impact instead of only profit
• Often supported by grants or donations |

4. Large Company Entrepreneurship
What it is:
Large companies create new products, enter new markets, or innovate like startups.
Examples:
• Google launching new tools
• PepsiCo introducing new product lines
• Jazz or Telenor launching new digital services
Characteristics:
• Big resources and teams
• Driven by competition and changing markets
• Structured innovation processes
5. Innovative Entrepreneurship
What it is:
Entrepreneurs who introduce completely new ideas or technologies.
Examples:
• Inventors
• Tech innovators
• Designers creating unique product solutions
Characteristics:
• Creative, forward-thinking
• High risk but high potential
• Focus on invention and disruption
6. Hustler Entrepreneurship
What it is:
Entrepreneurs who start small and work extremely hard to grow step by step.
Examples:
• A freelancer growing into an agency
• A small shop turning into a chain
• A digital designer building a brand over years
Characteristics:
• Determination
• Gradual growth
• High personal effort

Which Type Suits You?

Depending on the business idea, one model may be a better fit:

Business Idea	Best Type of Entrepreneurship
Freelance graphic design	Small business / Hustler
Launching a mobile app	Scalable startup
Selling eco-friendly products	Social / Small business
Opening a fast-food chain	Small or large company entrepreneurship
Creating a unique tech tool	Innovative entrepreneurship

Watch / Learn

• *Types of Entrepreneurship Explained Simply*
https://www.youtube.com/watch?v=0x85Zl-pjC0
• *Small Business vs Startup – What's the Difference?*
https://www.youtube.com/watch?v=O-1ZfU2RrX4
• *Understanding Social Entrepreneurship*
https://www.youtube.com/watch?v=TxD8qKjJjgo

| **LU 5.2.3: Business Idea Generation** | **Trainee will be able to:**

• Explain the importance of generating creative and practical business ideas.
• Apply methods for brainstorming and identifying business opportunities.
• Evaluate ideas based on feasibility, market demand, and resources.
• Develop at least one potential business idea individually or in groups. | Generating business ideas is the first and most important step in entrepreneurship. A strong idea is practical, meets a need, and can realistically be executed with available resources. In this unit, learners explore creative methods to generate, evaluate, and refine business ideas.
1. Why Business Idea Generation Matters
A successful business starts with a **clear, useful, and marketable idea**.
Good idea generation helps you:
• Identify real-world needs
• Create solutions people are willing to pay for
• Reduce business failure risks
• Plan a practical pathway for starting a business
2. Methods for Business Idea Generation
A. Brainstorming |

		A free-thinking process where you write down all ideas without judging them. **Tips:** • Work individually or in groups • Encourage creativity • Avoid criticism during idea collection **B. Problem-Solving Approach** Look for common problems around you and design solutions. **Examples:** • Students want affordable design services → Start a mini design studio • Local businesses lack digital presence → Social media management service **C. Market Observation** Observe trends, consumer behavior, and unmet needs. **Examples:** • Rise in e-commerce → Product photography • Growing startups → Logo design and branding services **D. Skills & Passion Mapping** Generate ideas based on what you already know or enjoy. **Example for Graphic Designers:** • T-shirt design • Poster and banner printing • Social media branding packages **E. SCAMPER Technique** A structured idea-generation tool: • **S**ubstitute • **C**ombine • **A**dapt • **M**odify • **P**ut to another use • **E**liminate • **R**earrange **3. Evaluating Business Ideas** After generating ideas, evaluate them using these criteria: **A. Feasibility**

Is it realistic? Do you have the skills, tools, and time?

B. Market Demand

Will people pay for it? Is there a clear audience?

C. Competition

Are there too many similar businesses? Can you offer something better?

D. Resources

Do you have the required money, equipment, and support?

E. Profitability

Can the idea earn enough to sustain the business?

4. Practical Classroom Activity

Individual Task:

Write down **5 ideas** based on your skills and passions.

Evaluate them using the criteria above. Select **1 final idea**.

Group Task:

In groups of 3–5, conduct a **brainstorming session**.

Each member presents one idea.

Group selects the **best idea** and explains why.

5. Sample Business Ideas for Graphic Design Trainees

• Social media content creation service

• Logo design and brand identity packages

• Resume and CV design studio

• Custom t-shirt and merchandise design

• Event poster and banner design

• Product photography + design bundle

• Digital marketing and design combo service

Watch / Learn

• *How to Generate Business Ideas*

https://www.youtube.com/watch?v=HiZf6QJ-1Kc

• *Turn Your Skills Into a Business*

https://www.youtube.com/watch?v=XT2fH8n2R44

• *SCAMPER Method Explained*

https://www.youtube.com/watch?v=dJIGX0rB3J8

| LU 5.2.4: Business Planning and Strategy | **Trainee will be able to:**
• Explain the importance of business planning for entrepreneurs.
• Identify the key components of a simple business plan.
• Understand basic strategies for launching and growing a business.
• Develop a mini business plan for a selected idea. | A business plan is a roadmap that guides entrepreneurs from idea to execution. It helps clarify goals, organize resources, identify risks, and plan strategies for launching and growing a business. This unit provides a simple, practical approach to planning for beginners.
1. Why Business Planning Is Important
A clear business plan helps entrepreneurs:
• Understand the business idea in detail
• Identify customers, competitors, and market trends
• Plan finances and resources effectively
• Reduce risks and avoid common startup mistakes
• Communicate the business idea to partners, investors, or clients
A good business plan increases the chances of success and gives direction during the early stages.
2. Key Components of a Simple Business Plan
Beginners do not need a long or complicated plan. A **one-page or mini business plan** is enough to start.
A. Business Idea Summary
A short explanation of what your business does and why it is valuable.
B. Target Audience
Who will buy your product or service?
Examples: students, small businesses, startups, local shops, etc.
C. Problem & Solution
Identify the problem your customers face and how your business solves it.
Example:
Problem: Local shops lack attractive posters.
Solution: Affordable poster and banner design services.
D. Products or Services Offered
List what you will sell.
Examples for design trainees:
• Logo design
• Social media posts
• Flyers and brochures
• Branding packages |

		E. Pricing Strategy Decide how much you will charge. Common pricing models: • Per project • Per hour • Package-based **F. Competitor Analysis** Identify existing businesses offering similar services. Ask: • What do they do well? • What can you do differently or better? **G. Required Resources** List what you need to start. Examples: laptop, design software, internet, phone, sample portfolio. **H. Marketing Strategy** Explain how you will promote your business. Examples: • Facebook page • Instagram portfolio • WhatsApp marketing • Fiverr/Upwork gig optimization **I. Financial Plan** Basic estimates: • Start-up costs • Expected monthly income • Expected monthly expenses • Profit forecast **3. Basic Strategies for Launching & Growing a Business** **A. Start Small** Begin with one or two services and expand gradually. **B. Use Branding** Create a logo, consistent colors, and a clean portfolio to build credibility. **C. Build Customer Trust**

Deliver high-quality work, maintain communication, and meet deadlines.

D. Offer Packages

Examples:

• Social media monthly package

• Branding bundle (logo + stationery)

Packages make services easier to sell.

E. Use Online Platforms

Create visibility through:

• Facebook Page

• Instagram

• LinkedIn

• Fiverr & Upwork

F. Learn from Feedback

Adjust your services, pricing, and workflow based on customer responses.

4. Activity: Create a Mini Business Plan

Step-by-Step Exercise

Select one idea from the previous unit (5.2.3).

Create a **one-page business plan** including:

1. Business name
2. Business idea summary
3. Target audience
4. Problem + solution
5. Services to offer
6. Pricing strategy
7. Marketing plan
8. Required resources
9. 1-month growth goal

Students can present their business plans in class for evaluation.

Watch / Learn

• *Business Plan for Beginners – Step-by-Step Guide*

https://www.youtube.com/watch?v=Fqch5OrUPvA

• *How to Start a Small Business with No Money*

https://www.youtube.com/watch?v=ayD3lXJxGk8

		• *Marketing Strategies for Small Businesses* https://www.youtube.com/watch?v=wGDW5pZ1eJc
LU 5.2.5: Financing Business	**Trainee will be able to:** • Explain why financing is important for starting and running a business. • Identify different sources of business financing. • Understand the difference between debt and equity financing. • Create a simple financial plan for a business idea.	Financing is one of the most important parts of starting and running a business. Even small businesses need money to launch products, buy equipment, market their services, and manage operations. This unit helps trainees understand where business money comes from, how to choose the right financing method, and how to plan basic financial needs. **1. Why Financing Is Important** Every business—big or small—needs money for: • Purchasing tools, equipment, or raw materials • Renting or setting up a workspace • Marketing and advertising • Paying bills and operational costs • Hiring people or outsourcing work • Expanding services or products Without proper financing, even a good business idea can fail. Proper financial planning ensures stability and growth. **2. Sources of Business Financing** There are many ways to finance a business. Trainees should choose based on the size, stage, and nature of their business. **A. Personal Savings** • Most common and safest for beginners • No need to repay anyone • Good for small design or service-based startups **B. Family & Friends** • Borrowing small amounts • Usually interest-free • Requires trust and clear agreements **C. Bank Loans** • Larger financing option • Must repay with interest • Requires documents, guarantees, or business record

D. Microfinance Institutions (MFIs)
Examples: Akhuwat, Khushhali Microfinance, NRSP
• Easy to access
• Small loans for small businesses
• Lower requirements than banks

E. Government Grants / Schemes
Examples (Pakistan-based):
• Kamyab Jawan Program
• NAVTTC entrepreneurship support
• SMEDA programs
These often offer low-interest or interest-free loans.

F. Crowdfunding
• Raising money online through platforms
• Useful for creative or social projects

G. Angel Investors or Venture Capital
• Investors provide money in exchange for business shares
• Usually for technology or high-growth startups

3. Debt Financing vs Equity Financing
Understanding the difference helps entrepreneurs choose wisely.

A. Debt Financing
You **borrow money** and return it later with interest.
Examples: bank loans, microfinance, borrowing from family.
Pros:
• Full ownership stays with you
• Predictable repayment schedule
Cons:
• Must repay even if business is slow
• May require collateral or documents

B. Equity Financing
You **give a share of your business** to someone who invests money.
Pros:
• No loan repayment
• Investor may provide guidance and connections

Cons:
• You share profits
• You lose some control over decisions
Beginners often start with **personal savings, small loans, or grants** rather than giving up ownership.

4. Creating a Simple Financial Plan
A mini financial plan helps estimate how much money is needed to start and operate the business.

Step 1: Calculate Start-up Costs
List everything needed to begin.
Example for a graphic design startup:
• Laptop
• Design software / subscriptions
• Internet
• Branding materials (logo, business card)

Step 2: Estimate Monthly Operating Costs
• Internet bill
• Electricity
• Marketing budget
• Software renewal
• Transport

Step 3: Estimate Monthly Revenue
Predict how much you will earn from services.
Example:
• 5 logo design projects × Rs. 3,000 = Rs. 15,000
• 10 social media posts × Rs. 500 = Rs. 5,000

Step 4: Calculate Profit
Profit = Total Revenue – Total Expenses
This helps determine if your business is financially viable.

Step 5: Identify Funding Sources
Choose whether you will use:
• Personal savings
• Small loan

		• Microfinance • Family support A simple financial plan keeps your business realistic and manageable. **Watch / Learn** • *Financing for Small Businesses – Basics Explained* https://www.youtube.com/watch?v=IeV1CkX7Kjg • *Business Funding Options for Beginners* https://www.youtube.com/watch?v=YpM3Aa9KqNE • *Debt vs Equity Financing – Simple Explanation* https://www.youtube.com/watch?v=9mVjA0RduCM • *How to Create a Simple Financial Plan for Your Startup* https://www.youtube.com/watch?v=5kUl5IAe-Rc
LU 5.2.6: Entrepreneurship Challenges and Possible Solutions	**Trainee will be able to:** • Identify common challenges faced by entrepreneurs. • Explain how these challenges affect business success. • Propose practical solutions to overcome entrepreneurial challenges. • Build resilience and problem-solving skills as future entrepreneurs.	Entrepreneurship is exciting, but it also comes with challenges that can affect the growth and success of a business. New entrepreneurs often face issues related to finance, competition, marketing, customer management, and personal stress. Understanding these challenges early helps trainees prepare better and develop strong problem-solving skills. This unit focuses on common entrepreneurial challenges and offers practical strategies to overcome them. **1. Common Challenges Faced by Entrepreneurs** **A. Lack of Capital (Insufficient Funds)** Many businesses struggle because they do not have enough money to start, run, or grow their operations. **B. High Competition** New businesses face strong competition from established brands and other startups offering similar products or services. **C. Limited Market Knowledge** Entrepreneurs may not fully understand their target audience, market needs, or industry trends. **D. Poor Time Management** Balancing marketing, finance, operations, and customer management can overwhelm beginners. **E. Difficulty in Getting Customers**

| | | Attracting customers, building trust, and convincing people to try a new business is often challenging.

F. Lack of Business Skills

Skills such as marketing, budgeting, branding, and communication are essential but not always well-developed in new entrepreneurs.

G. Fear of Failure & Stress

Entrepreneurs often experience self-doubt, pressure, and stress due to risks and uncertainty.

2. How These Challenges Affect Business Success

These challenges can create obstacles such as:

• Slow business growth

• Financial losses

• Poor customer retention

• Low motivation and burnout

• Poor decision-making

• Weak business performance

• Eventually, business failure if not handled properly

Recognizing the impact helps entrepreneurs take these challenges seriously and plan ahead.

3. Practical Solutions to Overcome Entrepreneurial Challenges

A. Managing Limited Funds

• Start small—grow step by step

• Use low-cost tools (e.g., Canva, free marketing platforms)

• Apply for microfinance or government grants

• Track income and expenses regularly

B. Handling Competition

• Offer unique value (better design, better quality, faster delivery)

• Study competitors to learn what they offer and how to improve

• Focus on a niche instead of trying to serve everyone

C. Improving Market Understanding

• Conduct surveys or polls

• Engage with potential customers online |

		• Research similar businesses and successful strategies • Test ideas before launching full-scale services **D. Strengthening Time Management** • Use daily schedules or productivity apps • Set priorities (important vs urgent tasks) • Divide tasks into smaller, manageable steps **E. Attracting and Keeping Customers** • Use social media marketing • Offer promotions or discounts for first-time buyers • Provide excellent customer service • Ask satisfied clients for reviews or referrals **F. Building Business Skills** • Take short online courses • Learn from mentors or successful entrepreneurs • Practice communication and negotiation regularly **G. Overcoming Fear & Stress** • Set realistic goals • Celebrate small achievements • Talk to mentors or peers for guidance • Build resilience by learning from setbacks instead of quitting **4. Building an Entrepreneurial Mindset** An entrepreneur must develop qualities such as: • Persistence • Problem-solving skills • Adaptability • Creativity • Confidence • Discipline These traits help in facing challenges and finding solutions effectively. **Watch / Learn** • *Top 10 Challenges Entrepreneurs Face and How to Overcome Them* https://www.youtube.com/watch?v=RXK8VxBlnZg

		• *How to Deal with Fear of Failure as an Entrepreneur* https://www.youtube.com/watch?v=VYJx6Qlnk6E • *Time Management Tips for Entrepreneurs* https://www.youtube.com/watch?v=8VdG8e0T5Kk • *Understanding Your Market – Basics for Beginners* https://www.youtube.com/watch?v=W4G7Pnh-k5U • *Free Course: "Entrepreneurial Mindset" – Coursera* https://www.coursera.org/learn/entrepreneurial-mindset

Module 5.3: Environment Session
Objective: Build awareness of environmental issues, hazards, and climate change while learning sustainable practices and ways individuals can contribute to environmental protection.

Learning Unit	Learning Outcomes	Handouts/ Learning Materials
LU 5.3.1: Introduction to Environmental Issues	**Trainee will be able to:** • Define environmental issues and explain why they matter for communities and businesses. • Identify common local and global environmental problems. • Recognize the role individuals and entrepreneurs can play in reducing environmental impact.	Environmental awareness is an essential part of creating safe, healthy, and sustainable communities. In this module, trainees learn how environmental issues affect daily life, workplaces, and long-term well-being. Understanding these issues encourages responsible behavior and supports environmentally friendly practices at home, in training environments, and in future jobs. **Why Environmental Issues Matter** Environmental issues influence the quality of air we breathe, the water we drink, and the spaces where we live and work. When pollution increases or natural resources are misused, communities face more health risks, unsafe surroundings, and reduced productivity. Simple examples include smoke from vehicles, open garbage dumping, unsafe drinking water, and cutting down trees. These problems do not just harm nature; they directly affect people's health, comfort, and economic stability. For businesses and entrepreneurs, being environmentally responsible builds trust and shows commitment to sustainability, which is increasingly valued by customers. **Common Local and Global Environmental Problems** **Local issues often include:**

- Improper waste disposal and littering
- Air pollution from traffic and factories
- Contaminated drinking water
- Noise pollution in crowded areas
- Loss of trees and green spaces

Global issues include:
- Climate change and global warming
- Melting glaciers and rising sea levels
- Ocean pollution, especially plastic waste
- Wildlife habitat destruction
- Decreasing biodiversity

Recognizing these issues helps trainees understand how individual actions can contribute to larger environmental challenges.

Role of Individuals and Entrepreneurs

Everyone can help reduce environmental impact through simple daily habits. Trainees can conserve electricity, reduce plastic use, sort waste, reuse materials, and avoid burning trash. Entrepreneurs can adopt sustainable materials, reduce waste in production, save energy, and use eco-friendly packaging.

Small actions, when repeated consistently, lead to meaningful environmental improvements.

Helpful Free Videos / Online Resources

What Are Environmental Issues?

Basic introduction to common environmental problems.

https://www.youtube.com/watch?v=KuyrKTSQh2s

Local & Global Environmental Challenges

Helps learners understand environmental issues at different levels.

https://www.youtube.com/watch?v=ZTruW2u8xxE

Simple Eco-Friendly Habits

Practical tips for reducing environmental impact in daily life.

https://www.youtube.com/watch?v=PZL2xJeJ1M4

Summary

Environmental issues affect health, safety, and economic well-being. By learning how local and global problems are connected, trainees develop awareness and

		responsibility. Small habits—such as saving energy, reducing waste, and choosing reusable materials—help protect the environment and promote sustainable living. This learning unit prepares trainees to make environmentally conscious decisions in both personal and professional settings.
LU 5.3.2: Types of Environmental Hazards	**Trainee will be able to:** • Define environmental hazards and explain their impact on people, businesses, and communities. • Identify different types of environmental hazards with local and global examples. • Recognize how businesses and individuals can reduce risks from these hazards.	Environmental hazards are conditions in the environment that can harm people, property, or the natural ecosystem. Understanding these hazards helps trainees stay safe, make informed decisions, and support healthier communities. Both individuals and businesses play an important role in reducing risks and preventing damage caused by environmental hazards. **What Are Environmental Hazards?** Environmental hazards are events or conditions that negatively affect human health, surroundings, or economic activity. These hazards can be natural—like floods or earthquakes—or human-made—such as chemical pollution or waste mismanagement. Their impact can range from health issues and damaged infrastructure to long-term environmental degradation. Businesses must also understand these hazards because they affect operations, supply chains, and community reputation. Awareness prepares organizations to adopt safe, sustainable practices. **Types of Environmental Hazards** **1. Natural Hazards** These hazards occur naturally and often affect large populations. Examples include: • Floods and heavy rainfall • Earthquakes • Landslides in hilly areas • Heatwaves and extreme temperatures • Storms and droughts These hazards can damage property, interrupt daily life, and affect local economies. **2. Biological Hazards** These involve organisms or substances that threaten human health. Examples include: • Contaminated water or food

• Viruses and bacteria causing diseases
• Improper waste disposal attracting insects or animals
Such hazards spread quickly in crowded or unsanitary areas.

3. Chemical Hazards
These arise from industrial processes, household chemicals, or agricultural activities.
Examples include:
• Air pollution from vehicles or factories
• Chemical spills and leakage
• Pesticides and fertilizers
• Improper handling of cleaning products
Chemical hazards can cause long-term health problems if not managed properly.

4. Physical Hazards
These are environmental conditions that pose a risk without necessarily touching the body.
Examples include:
• Excessive noise from machinery or traffic
• Radiation
• Unsafe building conditions
• Poor lighting or ventilation
Physical hazards affect comfort, safety, and productivity.

5. Human-Made or Anthropogenic Hazards
These hazards result directly from human actions.
Examples include:
• Industrial waste and pollution
• Deforestation
• Open garbage dumping
• Overuse of natural resources
Such hazards damage ecosystems and contribute to climate change.

Reducing the Risks
Individuals and businesses can reduce environmental hazard risks through simple and responsible actions:
• Proper waste disposal and recycling
• Using eco-friendly materials

- Planting trees and protecting green spaces
- Conserving water and energy
- Following safety guidelines and using protective equipment in workplaces
- Regular maintenance of machinery and electrical systems

These preventive measures protect health, reduce economic losses, and build safer communities.

Helpful Free Videos / Online Resources

Types of Environmental Hazards Explained

Breaks down natural, chemical, and biological hazards in simple terms.

https://www.youtube.com/watch?v=2u8ZtS2pP5k

Natural vs Human-Made Hazards

A clear explanation with practical examples.

https://www.youtube.com/watch?v=G1f2qkG5VxY

Reducing Environmental Risks

Tips for minimizing hazards at individual and community levels.

https://www.youtube.com/watch?v=Jfr8c1dslZs

Summary

Environmental hazards come in many forms—natural, biological, chemical, physical, and human-made. They affect health, safety, and economic stability. By recognizing these hazards and adopting preventive measures, trainees can protect themselves and contribute to safer, more resilient communities. Businesses that understand and manage these risks operate more responsibly and sustainably.

| **LU 5.3.3: The Impact of Human Activity on the Environment** | **Trainee will be able to:**
• Explain how human activities affect the natural environment.
• Identify both positive and negative impacts of human behavior on ecosystems.
• Recognize the role of responsible practices in reducing environmental damage. | Human activities influence the natural environment every day—sometimes in positive ways, but often with harmful consequences. Understanding these impacts helps trainees become more responsible citizens and professionals who can contribute to a cleaner, safer future.
How Human Activities Affect the Environment
The environment is shaped by how people use land, water, energy, and other natural resources. Everyday actions—such as transportation, farming, construction, and waste disposal—directly affect air quality, soil health, forests, and wildlife.
When these activities are not managed properly, they cause pollution, climate change, and the loss of natural habitats. |

		At the same time, humans also have the power to improve the environment through sustainable choices, conservation efforts, and responsible resource use.

At the same time, humans also have the power to improve the environment through sustainable choices, conservation efforts, and responsible resource use.

Negative Impacts of Human Activity

Certain practices harm natural ecosystems and create long-term environmental problems. Examples include:

1. Pollution
• Factory smoke and vehicle emissions cause air pollution.
• Plastic waste pollutes rivers and oceans.
• Chemicals from farms contaminate soil and water.

2. Deforestation

Cutting trees for construction, fuel, or agriculture leads to:
• Loss of wildlife habitats
• Increased risk of floods and soil erosion
• Reduced oxygen production and higher carbon levels

3. Overuse of Natural Resources

Excessive use of water, minerals, fuel, and land reduces future availability and harms ecosystems.

4. Climate Change

Human activities—especially burning fossil fuels—release greenhouse gases that trap heat and raise global temperatures, causing unpredictable weather patterns.

5. Improper Waste Disposal

Throwing garbage in open areas, drains, or water bodies spreads disease, pollutes soil, and affects community health.

Positive Impacts of Human Activity

Not all human actions harm the environment. Many responsible practices help protect and restore ecosystems, such as:

1. Recycling and Waste Management

Recycling materials reduces pollution and saves natural resources.

2. Afforestation and Tree Plantation

Planting trees improves air quality and supports wildlife.

3. Renewable Energy Use

Using solar panels, wind energy, and energy-efficient appliances reduces carbon emissions.

4. Conservation Efforts
Protecting forests, water bodies, and wildlife ensures environmental balance.
5. Sustainable Agriculture
Using organic methods and reducing chemicals improves soil health and reduces water contamination.
Role of Responsible Practices
Small, everyday decisions can significantly reduce environmental damage. Individuals, families, and businesses can contribute by:
• Reducing plastic use
• Conserving electricity and water
• Recycling household and workplace waste
• Following eco-friendly transportation (carpooling, walking, cycling)
• Supporting green products and policies
• Maintaining cleanliness in local communities
Responsible behavior builds a healthier environment and sets an example for future generations.
Helpful Free Videos / Online Resources
How Human Activities Affect the Environment
Explains major human actions that damage the environment.
https://www.youtube.com/watch?v=JNfHh0YHM7Q
Positive Human Impact on the Environment
Shows how people can improve ecosystems through sustainable actions.
https://www.youtube.com/watch?v=0Puv0Pss33M
Simple Ways to Protect the Environment
Practical, everyday steps for individuals and communities.
https://www.youtube.com/watch?v=LVlKpRNSk8s
Summary
Human activities have both positive and negative effects on the environment. While pollution, deforestation, and waste mismanagement cause serious damage, responsible practices—like recycling, using renewable energy, and planting trees—help restore and protect ecosystems. By understanding their impact, trainees can make better choices that contribute to a sustainable and healthy environment.

| LU 5.3.4: Conservation and Sustainability | Trainee will be able to:
 • Define conservation and sustainability in simple terms.
 • Explain why conserving natural resources is important for future generations.
 • Identify sustainable practices individuals and businesses can adopt.
 • Demonstrate small actions that contribute to long-term environmental care. | Conservation and sustainability are at the heart of protecting our environment. These concepts guide how individuals, communities, and businesses can use resources wisely so that future generations can enjoy clean air, safe water, and a healthy planet. By understanding simple conservation methods and adopting sustainable habits, trainees can contribute to long-term environmental well-being.
 What Are Conservation and Sustainability?
 Conservation
 Conservation means **protecting and using natural resources carefully**. This includes water, forests, soil, air, and wildlife. The goal is to avoid waste and prevent permanent damage to the environment.
 Sustainability
 Sustainability means **meeting today's needs without harming the ability of future generations to meet theirs**. It involves choosing methods and materials that do not destroy or exhaust natural resources.
 Both concepts help ensure environmental balance and long-term survival for plants, animals, and humans.
 Why Conservation Matters for Future Generations
 Future generations depend on the decisions we make today. Overuse of water, cutting too many trees, pollution, and wasteful lifestyles put pressure on the earth's resources. If these resources run out or become damaged beyond repair, future communities will struggle to live healthy, safe, and productive lives.
 Conserving resources today means:
 • Protecting clean drinking water
 • Reducing air pollution and climate change
 • Keeping soil healthy for farming
 • Preserving forests and wildlife habitats
 • Ensuring energy resources last longer
 Sustainable actions today create a better world tomorrow.
 Sustainable Practices for Individuals and Businesses
 Sustainable Actions for Individuals
 Simple everyday habits make a big difference:
 • Turn off lights, fans, and appliances when not in use.
 • Use energy-efficient bulbs and devices. |

		• Reduce water waste by fixing leaks and using water wisely. • Carry reusable bags, bottles, and containers. • Recycle paper, plastic, and metal waste. • Plant trees and participate in community clean-up drives. • Use public transport, walk, or cycle when possible. **Sustainable Practices for Businesses** Businesses also play a major role in environmental protection: • Adopt energy-efficient machines and renewable energy sources. • Reduce paper usage through digital documentation. • Properly dispose of industrial waste and follow environmental rules. • Use sustainable packaging (recyclable, biodegradable). • Encourage employees to follow green practices. • Support tree-planting and conservation initiatives. When individuals and businesses work together, sustainability becomes achievable and impactful. **Small Actions That Make a Big Difference** Even simple steps can create long-term positive change: • Unplug chargers when not in use. • Reuse old items creatively instead of throwing them away. • Compost organic kitchen waste. • Collect rainwater for plants or cleaning. • Choose products with eco-friendly labels. • Share awareness with friends and family. These everyday practices build a culture of environmental responsibility. **Helpful Free Videos / Online Resources** **Conservation and Sustainability Explained** A simple video explaining key concepts with examples. https://www.youtube.com/watch?v=1t_WJsEcyFM **Easy Sustainable Living Tips** Practical habits for reducing waste and saving resources. https://www.youtube.com/watch?v=g4U3sq4JbOs **How Individuals and Businesses Can Help the Planet**

		Shows actions everyone can take to protect natural resources. https://www.youtube.com/watch?v=xWZ4A-t1J1k
		Summary Conservation and sustainability ensure that natural resources are protected for future generations. By adopting simple, responsible habits—such as saving water, reducing waste, recycling, and using energy wisely—individuals and businesses can make a lasting positive impact. These small steps build a sustainable environment that supports healthy communities and a thriving planet.
LU 5.3.5: Climate Change and Its Effects	**Trainee will be able to:** • Define climate change and explain its causes. • Identify the effects of climate change at local and global levels. • Recognize the role of individuals and businesses in reducing climate change impact. • Propose small actions to help mitigate climate change.	**Understanding Climate Change** Climate change refers to long-term changes in the Earth's temperature and weather patterns. While some natural changes occur over time, today's rapid climate change is mainly caused by human activities. Burning fuel, cutting trees, and releasing gases from industries and vehicles trap heat in the atmosphere, causing the planet to warm faster than it should. **Causes of Climate Change** • Burning fossil fuels (petrol, diesel, coal, natural gas) • Deforestation and land clearing • Industrial emissions and smoke from factories • Agricultural activities that release methane • Poor waste management and burning garbage These actions increase greenhouse gases in the air, leading to a rise in global temperature. **Effects of Climate Change (Global and Local)** Climate change affects every country, including Pakistan. Some of the major impacts include: **Global impacts:** • Rising temperatures around the world • Melting glaciers and increasing sea levels • More frequent storms, floods, heatwaves, and droughts **Local impacts in Pakistan:** • Intense heatwaves, especially in major cities • Erratic monsoon patterns and heavy flooding

- Water shortages affecting homes and agriculture
- Lower crop yield due to temperature changes
- Health issues like heatstroke and respiratory problems

These effects disrupt daily life, hurt businesses, and put communities at risk.

Reducing Climate Change Risks

Both individuals and organizations can play an important role in reducing climate change effects.

Individual actions:
- Save electricity by turning off fans and lights
- Reduce plastic use and avoid burning waste
- Plant trees and protect green areas
- Use public transport or walk for short distances

Business actions:
- Use energy-efficient appliances
- Manage waste properly and recycle where possible
- Reduce paper use and adopt digital systems
- Support environmental protection initiatives

Small actions, when practiced consistently, help lower greenhouse gases and protect the planet.

Helpful Free Videos / Online Resources

Climate Change for Beginners

Simple explanation of causes and effects.

https://www.youtube.com/watch?v=3CM_KkDuzGQ

How Human Activities Affect Climate

Shows real examples of climate-related changes.

https://www.youtube.com/watch?v=Vut14-lqRpo

Local Impacts of Climate Change in South Asia

Explains climate effects in countries like Pakistan.

https://www.youtube.com/watch?v=zAuvvKcQ2Zk

Summary

Climate change is a global issue with serious local consequences. Understanding its causes and impacts helps trainees make responsible choices. By adopting simple daily habits—saving energy, reducing waste, and supporting greener practices—

		individuals and organizations can significantly reduce environmental damage and contribute to a healthier planet.
LU 5.3.6: How to Contribute to Environmental Protection?	**Trainee will be able to:** • Explain the role of individuals, businesses, and communities in protecting the environment. • Identify simple, practical steps for environmental protection. • Demonstrate how entrepreneurs can integrate eco-friendly practices into their work. • Commit to at least one personal action toward protecting the environment.	**Understanding Environmental Protection** Environmental protection means taking steps to preserve natural resources, reduce pollution, and keep the environment healthy for future generations. Every person, business, and community has a role in reducing damage to the environment. By making conscious choices, we can protect water, air, land, and living organisms from harm. **Roles of Individuals, Businesses, and Communities** **Individuals** can make daily lifestyle choices that reduce pollution and waste. **Businesses** can run operations responsibly and adopt eco-friendly practices. **Communities** can work together to protect shared spaces and raise awareness. Each level of action contributes to long-term environmental sustainability. **Simple Practical Steps for Environmental Protection** Everyone—students, workers, entrepreneurs—can take small actions such as: • Saving electricity by switching off lights, fans, and unused appliances • Reducing, reusing, and recycling materials • Using cloth bags instead of plastic • Avoiding burning garbage and disposing of waste properly • Conserving water by fixing leaks and using water carefully • Planting trees and protecting plants in the neighborhood These habits help reduce pollution and support cleaner, healthier environments. **Eco-Friendly Practices for Entrepreneurs** Entrepreneurs can integrate sustainable practices into their businesses by: • Choosing energy-efficient equipment • Reducing paper use through digital systems • Offering products made from recycled or eco-friendly materials • Managing waste properly and avoiding harmful chemicals • Encouraging customers to adopt green habits • Designing services that support environmental care (e.g., repair shops, recycling services, organic products)

		Environment-friendly businesses build trust, reduce costs, and contribute to community well-being.
		Helpful Free Videos / Online Resources
		Simple Ways to Protect the Environment
		Shows easy actions individuals can take daily.
		https://www.youtube.com/watch?v=OqHp03RRTDs
		Eco-Friendly Business Ideas
		Explains how entrepreneurs can support sustainability.
		https://www.youtube.com/watch?v=3h4i7w5U6Ew
		Community Efforts for Environmental Care
		Highlights how groups can work together to protect the environment.
		https://www.youtube.com/watch?v=m3-yT2KwlBA
		Summary
		Environmental protection begins with simple everyday choices. Individuals, businesses, and communities all play important roles in creating a cleaner and safer environment. By saving resources, reducing waste, and adopting eco-friendly habits, trainees can contribute to long-term sustainability. Even one small personal commitment—such as reducing plastic use or saving energy—can make a meaningful difference.

7. Trainer Qualification Level:

Category	Qualification/Criteria
Academic Qualification	DAE/Bachelor's Degree in IT, Computer Science, Computer Engineering or related field
Experience	Minimum 2–3 years teaching or industry experience in IT tools & office management
Technical Skills	Proficiency in MS Office, Google Workspace, Windows OS, Email, Internet, Zoom, Google Meet, Microsoft Teams
Instructional Skills	Knowledge of Competency-Based Training (CBT) & Assessment; ability to deliver skill-oriented training

8. Assessment Structure:

Since this training is fast-track & skill-oriented, therefore special mode of assessment is recommended as under:

Component	Marks	Passing Criteria
Theory (MCQs + Short Questions)	30	50% (15 marks)
Practical (Capstone Tasks)	70	60% (42 marks)
Total	100	To be eligible for the Certificate of Competency in Digital Literacy/IT Office Assistant, trainees must maintain at least 75% attendance and successfully pass both the theory and practical components of the assessment.

9. Recommended Books & Readings:
- MOS Study Guide Series (Word, Excel, PowerPoint, Access) – Microsoft Press
- Digital Literacy Curriculum – Microsoft
- Google Workspace Learning Center (https://workspace.google.com/learning-center)
- Microsoft Office Support & Tutorials (https://support.microsoft.com/)
- GCFGlobal IT Skills Lessons (https://edu.gcfglobal.org/)

10. Recommended Software:
- Microsoft Office Suite (2016 or above)/Google Suits
- Windows 10/11
- Zoom, Google Classroom, Google Meet, Microsoft Teams
- Antivirus (Windows Defender, Avast)
- Adobe Reader, WinRAR
- Typing Tutor (Typing Master, Key Blaze etc.)

11. Online Resources:
- Microsoft Office Training Center (https://support.microsoft.com/en-us/training)
- Microsoft Digital Literacy Curriculum (https://www.microsoft.com/en-us/digitalliteracy/home)
- TechBoomers – Digital Skills for Beginners (https://techboomers.com/)
- OfficeSkills.org (https://officeskills.org/)
- Alison – Office Assistant Skills Course (https://alison.com/course/office-assistant-skills)
- TypingClub – Free Typing Practice (https://www.typingclub.com/)
- AI Assistants (ChatGPT, DeepSeek etc.)

KP-RETP – Component 2: Classroom SECAP Evaluation Checklist

Purpose:

To ensure that classroom-based skills and entrepreneurship trainings under KP-RETP are conducted in an environmentally safe, socially inclusive, and climate-resilient manner, in line with the Social, Environmental, and Climate Assessment Procedures (SECAP).

Evaluator: _____

Training Centre / Location: _____

Trainer: _____

Date: _____

Category	Evaluation Points	Status		Remarks /Recommendation
		Yes	**NO**	
Social Safeguards	Is the training inclusive (equal access for women, youth, and vulnerable groups)?			
	Does the classroom environment ensure safety and dignity for all participants (no harassment, discrimination, or child Labor)?			
	Are Gender considerations integrated into examples, discussions, and materials?			
	Is the Grievance Redress Mechanism (GRM) process, along with the relevant contact number, clearly displayed in the classroom			
	Are the Facilities and activities being accessible and inclusive for specially-abled			

	(persons with disabilities)			
Environmental Safeguards	Is the classroom clean, ventilated, and free from pollution or hazardous materials?			
	Is there proper waste management (bins, no littering)			
	Are materials used in practical sessions environmentally safe (non-toxic paints, safe disposal of wastes)?			
	Are lights, fans, and equipment turned off when not in use (energy conservation)?			
Climate Resilience	Are trainees oriented on how their skills link with climate-friendly practices (e.g., renewable energy, efficient production, recycling)?			
	Are trainers integrating climate-smart examples in teaching content?			
	Are basic health and safety measures			

	available (first aid kit, safe exits, fire safety)?			
	Is the trainer using protective gear or demonstrating safe tool use (where relevant)?			
Institutional Aspects	Is SECAP awareness shared with trainees (via short briefing, posters, or examples)?			
	Are trainees encouraged to report unsafe, unfair, or environmentally harmful practices?			
Overall Compliance	Overall SECAP compliance observed	☐ High ☐ Medium ☐ Low		

Overall remarks/ recommendations

Name	Designation	Signature	Date