

Government of Pakistan
National Vocational and Technical Training Commission

Prime Minister's Hunarmand Pakistan Program

"Skills for All"



Course Contents / Lesson Plan

Course Title: Project Management

Duration: 3 Months

Revised Edition

Trainer Name	
Course Title	Project Management
Objectives and Expectations	<p>Employable skills and hands on practice for Project Management</p> <p>This course offers a broad, cross-disciplinary learning experience for students looking to pursue careers in Project Management field. The main objective of the course is to acquaint student with the span of a wide range of project management techniques and build skills in them to effectively manage the projects.</p> <p>In this course students are introduced to key aspects of the project planning, designing, implementation while considering cost, revenue and quality of the project so that they can enter the market as strong candidates for beginner to intermediate level project management jobs.</p> <p>Main Expectations:</p> <p>In short, the course under reference should be delivered by professional instructors in such robust hands- on manner that the trainees are comfortably able to employ their skills for earning money (through wage/self-employment) at its conclusion.</p> <p>This course thus clearly goes beyond the domain of the traditional training practices in vogue and underscores an expectation that a market centric approach will be adopted as the main driving force while delivering it. The instructors should therefore be experienced enough to be able to identify the training needs for the possible market roles available out there. Moreover, they should also know the strengths and weaknesses of each individual trainee to prepare them for such market roles during/after the training.</p> <ul style="list-style-type: none"> i. Specially designed practical tasks to be performed by the trainees have been included in the Annexure-I to this document. The record of all tasks performed individually or in groups must be preserved by the management of the training Institute clearly labeling name, trade, session etc so that these are ready to be physically inspected/verified through monitoring visits from time to time. The weekly distribution of tasks has also been indicated in the weekly lesson plan given in this document. ii. In order to materialize the main expectations, a special module on Job Search & Entrepreneurial Skills has been included in the later part of this course (5th & 6th month) through which, the trainees will be made aware of the Job search techniques in the local as well as international job markets (Gulf countries). Awareness around the visa process and immigration laws of the most favoured labour destination countries also forms a part of this module. Moreover, the trainees would also be encouraged to venture into self-employment and exposed to the main requirements in this regard. It is also expected that a sense of civic duties/roles and responsibilities will also be inculcated in the trainees to make them responsible citizens of the country. iii. A module on Work Place Ethics has also been included to highlight the importance of good and positive behavior at work place in the line with

the best practices elsewhere in the world. An outline of such qualities has been given in the Appendix to this document. Its importance should be conveyed in a format that is attractive and interesting for the trainees such as through PPT slides +short video documentaries. Needless to say that if the training provider puts his heart and soul into these otherwise non-technical components, the image of Pakistani workforce would undergo a positive transformation in the local as well as international job markets.

In order to maintain interest and motivation of the trainees throughout the course, modern techniques such as:

- Motivational Lectures
- Success Stories
- Case Studies

These techniques would be employed as an additional training tool wherever possible (these are explained in the subsequent section on Training Methodology).

Lastly, evaluation of the competencies acquired by the trainees will be done objectively at various stages of the training and proper record of the same will be maintained. Suffice to say that for such evaluations, practical tasks would be designed by the training providers to gauge the problem solving abilities of the trainees.

(i) Motivational Lectures

The proposed methodology for the training under reference employs motivation as a tool. Hence besides the purely technical content, a trainer is required to include elements of motivation in his/her lecture. To inspire the trainees to utilize the training opportunity to the full and strive towards professional excellence. Motivational lectures may also include general topics such as the importance of moral values and civic role & responsibilities as a Pakistani. A motivational lecture should be delivered with enough zeal to produce a deep impact on the trainees. It may comprise of the following:

- Clear Purpose to convey message to trainees effectively.
- Personal Story to quote as an example to follow.
- Trainees Fit so that the situation is actionable by trainees and not represent a just idealism.
- Ending Points to persuade the trainees on changing themselves.

A good motivational lecture should help drive creativity, curiosity and spark the desire needed for trainees to want to learn more.

Impact of a successful motivational strategy is amongst others commonly visible in increased class participation ratios. It increases the trainees' willingness to be engaged on the practical tasks for longer time without boredom and loss of interest because they can clearly see in their mind's eye where their hard work would take them in short (1-3 years); medium (3 -10 years) and long term (more than 10 years).

As this tool is expected that the training providers would make arrangements for regular well planned motivational lectures as part of a coordinated strategy interspersed throughout the training period as suggested in the weekly lesson plans in this document.

Course related motivational lecture online link is available in **annexure II**.

(ii) Success Stories

Another effective way of motivating the trainees is by means of Success Stories. Its inclusion in the weekly lesson plan at regular intervals has been recommended till the end of the training.

A success story may be disseminated orally, through a presentation or by means of a video/documentary of someone that has risen to fortune, acclaim, or brilliant achievement. A success story shows how a person achieved his goal through hard work, dedication and devotion. An inspiring success story contains compelling and significant facts articulated clearly and easily comprehensible words. Moreover, it is helpful if it is assumed that the reader/listener knows nothing of what is being revealed. Optimum impact is created when the story is revealed in the form of:-

- Directly in person (At least 2-3 cases must be arranged by the training institute)
- Through an audio/ videotaped message (2-3 high quality videos must be arranged by the training institute)

It is expected that the training provider would collect relevant high quality success stories for inclusion in the training as suggested in the weekly lesson plan given in this document.

Suggestive structure and sequence of a sample success story and its various shapes can be seen at **annexure III**.

(iii) Case Studies

Where a situation allows, case studies can also be presented to the trainees to widen their understanding of the real life specific problem/situation and to explore the solutions.

In simple terms, the case study method of teaching uses a real life case example/a typical case to demonstrate a phenomenon in action and explain theoretical as well as practical aspects of the knowledge related to the same. It is an effective way to help the trainees comprehend in depth both the theoretical and practical aspects of the complex phenomenon in depth with ease. Case teaching can also stimulate the trainees to participate in discussions and thereby boost their confidence. It also makes class room atmosphere interesting thus maintaining the trainee interest in training till the end of the course.

Depending on suitability to the trade, the weekly lesson plan in this document may suggest case studies to be presented to the trainees. The trainer may adopt a power point presentation or video format for such case studies whichever is deemed suitable but it's important that only those cases are selected that are relevant and of a learning value.

The Trainees should be required and supervised to carefully analyze the cases.

For the purpose they must be encouraged to inquire and collect specific information / data, actively participate in the discussions and intended solutions of the problem / situation.

Case studies can be implemented in the following ways: -

- i. A good quality trade specific documentary (At least 2-3 documentaries must be arranged by the training institute)

	<ul style="list-style-type: none"> ii. Health &Safety case studies (2 cases regarding safety and industrial accidents must be arranged by the training institute) iii. Field visits(At least one visit to a trade specific major industry/ site must be arranged by the training institute)
Entry level of trainees	Intermediate
Learning Outcomes of the course	<p>By the end of this course, students will be able to:</p> <ul style="list-style-type: none"> • Design comprehensive plan of a project • Understand cost estimation of a project while considering time and quality management techniques • Communicate ideas regarding projects through proper communication techniques • Develop an understanding of the properties and the preparation of project plan and implementation • Analyze, interpret, and evaluate the quality of project • Understand the role and functions of human & other required resources and their proper utilization • Understand the bidding and tendering process for winning a project. • Monitor and overcome the risks involved in the whole process • Manage the stakeholder roles and their requirements
Course Execution Plan	<p>Total duration of course: 3 months (13 Weeks) Class hours: 4 hours per day Theory: 20% Practical: 80% Weekly hours: 20 hours per week Total contact hours: 260hours</p>
Companies offering jobs in the respective trade	<ol style="list-style-type: none"> 1. Multinationals 2. NGOs 3. Project planning firms 4. Construction 5. Consultancy
Job Opportunities	<ul style="list-style-type: none"> • Project manager • Assistant project manager • Project planning consultant • Consultant • Project officer
No of Students	25
Learning Place	Classroom / Lab
Instructional Resources	<p>https://www.pmi.org/-/media/pmi/documents/public/pdf/learning/ugcr-vol-one-and-vol-two.pdf?v=4f7f7946-5ce6-42ed-9277-3b8bb2bd3885</p> <p>Project management http://www.opentextbooks.org.hk/system/files/export/15/15694/pdf/Project_Management_15694.pdf</p> <p>Project management book https://blog.taskque.com/pmbok-knowledge-areas/</p>

PMBOK Knowledge Areas: 9 Must Know Aspects Related to PM

<https://www.business.qld.gov.au/running-business/marketing-sales/tendering/improve-approach/capability/response>

Planning a tender response

<https://www.business.qld.gov.au/running-business/marketing-sales/tendering/improve-approach/tender/glossary>

<https://www.slideshare.net/TenderProcess/tender-process-27047746>

Tender

<https://www.fool.com/the-blueprint/project-proposal/>

Proposal writing

<https://www.icertglobal.com/What-is-the-Importance-of-Project-Integration-Management-to-Ensure-Project-Success/detail>

Planning & Integration

<https://www.youtube.com/watch?v=s1qdDRGzK9g>

Project Management in Hindi / Urdu

MODULES

Scheduled Weeks	Module Title	Learning Units	Remarks
Week 1	Introduction to project management	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3& 4) • Course Introduction • Job market • Course Applications • Institute/work ethics • Define management • Explain about management and its types • Explain about project • Characteristics of a project • Describe project management • Characteristics of a manager • Process involved in project management • Expertise required for managing a project • Understanding of the environment involved in the project • Understanding of the interpersonal skills for project management 	<ul style="list-style-type: none"> • Task 1 • Task 2 • Task 3 <p><u>Details may be seen at Annexure e-I</u></p>
Week 2	Scope of project	<ul style="list-style-type: none"> • Success stories (For further detail please see Page No: 3& 4) Students are introduced to: • Components of project scope management plans including: <ul style="list-style-type: none"> • Established change control procedures • Performance measurement indicators • Factors likely to impact project scope • Procedures relating to scope change including: <ul style="list-style-type: none"> • Formal change-control processes • Reporting change • Methods for measuring work outcomes and progress against plans • Methods for reviewing project outcomes • Scope control methods • Types of project initiation documentation. • Tools and techniques for project initiation 	<ul style="list-style-type: none"> • Task 4 • Task 5 <p><u>Details may be seen at Annexure e-I</u></p>

		<ul style="list-style-type: none"> • Solution of project initiation 	
Week 3	Planning and integration	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3& 4) <ul style="list-style-type: none"> • Importance of planning • Planning role in project management • Integration importance in project • Processes of integration during project implementation • Identifying requirements and producing the scope and specification • Creating a WBS • Estimating activity duration • Constructing a network of project activities and identifying the critical path • Identifying and scheduling resources • Optimizing the allocation of resources: smoothing and leveling • Developing a project schedule and optimizing it to accommodate project constraints • Creating a project plan and bringing together all subsidiary planning documents • Understanding the role of project manager as an integrator • Integration of processes and their role in defining, planning, executing, controlling, and closing a project 	<ul style="list-style-type: none"> • Task 6 • Task 7 • Task 8 • Task 9 • Task 10 <p><u>Details may be seen at Annexure-I</u></p>
Week 4	Tendering & proposal writing for a project Proposal writing	<ul style="list-style-type: none"> • Success stories (For further detail please see Page No: 3& 4) <ul style="list-style-type: none"> • Introduction of tender • Types of tenders • Process of planning to apply for tender • Understanding of tendering process for Government and private sector • Understanding of the policies for tender • Focusing main points of tendering process • Prepare documents for tender application • Define and explain project proposal • Areas to consider while writing proposal <ul style="list-style-type: none"> • Your customer • Potential pitfalls • Research and analysis 	<ul style="list-style-type: none"> • Task 11 • Task 12 • Task 13 • Task 14 <p><u>Details may be seen at Annexure-I</u></p>

		<ul style="list-style-type: none"> • Explain steps involved in writing a good proposal • Introduction of bidding and procedure • Steps of bidding <ul style="list-style-type: none"> • Research • Analysis • Planning • Cost estimation • Presentation 	
Week 5	Time management	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3& 4) <ul style="list-style-type: none"> • Breakdown of working structure in specified time for effective project planning and control • Implementation of assigned time and manage it for project resources, costs and risks • Methods for estimating task duration and resource requirements • Tools and techniques for managing project time and their particular applications • Methods to evaluate the effectiveness of time management • Techniques used to measure, record and report progress of activities. 	<ul style="list-style-type: none"> • Task 15 • Task 16 <p><u>Details may be seen at Annexure-I</u></p>
	Build your CV	<p>Download professional CV template from any good site (https://www.coolfreecv.com or relevant)</p> <ul style="list-style-type: none"> • Add Personal Information • Add Educational details • Add Experience/Portfolio • Add contact details/profile links 	
Week 6	Cost management	<ul style="list-style-type: none"> • Success stories (For further detail please see Page No: 3& 4) <p>Students are introduced to learn various steps of project for cost estimation:</p> <ul style="list-style-type: none"> • Objectives • Deliverables • Requirements <p>Students are introduced to cost calculation for:</p> <ul style="list-style-type: none"> • Activities involved in project • Resources requirements • Communication purposes with all stakeholders • Comparison with other projects for 	<ul style="list-style-type: none"> • Task 17 • Task 18 • Task 19 • Task 20 <p><u>Details may be seen at Annexure-I</u></p>

		<p>estimation</p> <ul style="list-style-type: none"> • Propose cost of the project • Participation in development of cost management strategies and handle cost and budget of project using those strategies • Income and expenditure calculation in respect of project budget • Taking feedback on the suggestions while using cost management strategies • Assisting in project cost finalization within the budget according to feedback 	
• Mid Term			
Week 7	Quality management	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3& 4) <p>Students are introduced to:</p> <ul style="list-style-type: none"> • Define quality, and its paradigms • Quality management components of a project • Quality-control processes and requirements • Quality-assurance processes and requirements • Quality criteria relevant to industry • Quality management tools and methodologies relevant to industry and organisation • Quality standards and their place in the project life cycle. 	<ul style="list-style-type: none"> • Task 21 • Task 22 • Task 23 <p><u>Details may be seen at Annexure-I</u></p>
	Create an account profile on Fiverr (at least two gigs) and Upwork	<p>Create an account by following these steps:</p> <p>Step 1: Personal Info Step 2: Professional Info Step 3: Linked Accounts Step 4: Account Security</p>	
Week 8	Human resources management	<ul style="list-style-type: none"> • Success stories (For further detail please see Page No: 3& 4) • Define resources management • Types of resources in a project • Identifying materials & other resources required for the project • Planning and managing resources usability • Explain human resource management • Importance of HRM • Project personnel engagement options • Job design principles 	<ul style="list-style-type: none"> • Task 24 • Task 25 • Task 26 <p><u>Details may be seen at Annexure-I</u></p>

		<ul style="list-style-type: none"> • Work breakdown structures • Learning and development approaches that can be incorporated into project life cycle • Techniques for managing resources • Methods for skills analysis • Project roles, responsibilities and reporting requirements for human resources • Styles and methods of communication according to organisational standards, group expectations and desired outcomes • Leadership techniques • Team management • Listening • Negotiations • Conflict resolution strategies 	
Week 9	Communication management	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3 & 4) <p>Students are introduced to:</p> <ul style="list-style-type: none"> • Importance and types of communication • Communication: behavioral characteristics, and mechanics and styles • Communication models and processes • Identifying communication requirements • Building an effective project communication plan • Selecting suitable tools and techniques to communicate with identified stakeholders • Effective listening and open team communications • Two-way communication, reflective communication • Influential communication—communicating to persuade • Cross-cultural awareness and sensitivity • Role of communication in transforming projects • Communication methods for stakeholders • Type of communication and information distribution • Relationship between project complexity and communication • Running briefings and meetings • Personal communication, managing meetings and presentations • Virtual project teams and communicating in a distributed environment • Competency and assessing personal 	<ul style="list-style-type: none"> • Task 27 • Task 28 <p><u>Details may be seen at Annexure e-I</u></p>

		<p>strengths and weaknesses</p> <ul style="list-style-type: none"> • Performance reporting and giving constructive feedback • Managing conflict through effective communication • Understanding stakeholder engagement, the types of stakeholders, and their roles, influence, and power 	
Week 10	Risk management	<ul style="list-style-type: none"> • Success stories (<i>For further detail please see Page No: 3& 4</i>) <p>Students are introduced to:</p> <ul style="list-style-type: none"> • Identifying risks and opportunities • Identifying sources of risk • Performing qualitative and quantitative risk analyses • Creating a risk-management plan • Executing simulation tools to quantify risks • Understanding the roles and responsibilities in risk management, including the role of the project manager • Understanding the organizational structure for risk management • Establishing a risk-response plan • Managing the treatment of risks, including addressing secondary or residual risks 	<ul style="list-style-type: none"> • Task 29 • Task 30 <p><u>Details may be seen at Annexure e-I</u></p>
Week 11	Procurement management	<ul style="list-style-type: none"> • Success stories (<i>For further detail please see Page No: 3& 4</i>) <p>Students are introduced to:</p> <ul style="list-style-type: none"> • Procurement process and importance in project management • Best practice procurement principles • Implications of warranties, guarantees and exclusions relating to goods and services • Procurement documentation preparation and interpretation • Key principles of procurement, including: <ul style="list-style-type: none"> • Accountability and recording • Ethics and fair dealing • Open and effective competition • Planning and professionalism • Value for money • Planning for procurement process and implementation • Determining a vendor and the bidding 	<ul style="list-style-type: none"> • Task 31 • Task 32 • Task 33 • Task 34 • Task 35 <p><u>Details may be seen at Annexure e-I</u></p>

		<p>process</p> <ul style="list-style-type: none"> • Monitoring and managing the vendor • Limitations of own work role, responsibilities and professional abilities 	
Week 12	Stakeholder management	<ul style="list-style-type: none"> • Motivational Lecture(For further detail please see Page No: 3& 4) <p>Students are introduced to:</p> <ul style="list-style-type: none"> • Explain about stakeholder and its types • Developing a stakeholder-engagement plan • Identifying, categorizing, and prioritizing stakeholders • Gathering information about stakeholders • Techniques and strategies for stakeholder engagement • Assessing stakeholders' strengths and weaknesses • Different levels of stakeholder engagement on projects • Interests and expectations of stakeholders • Common problems leading to variances in stakeholder engagement. • Relationship building with stakeholders • Communication importance in the process 	<ul style="list-style-type: none"> • Task 36 • Task 37 • Task 38 <p><u>Details may be seen at Annexure-I</u></p>
Week 13	How to search and apply for jobs in at least two labor marketplace countries (KSA, UAE, etc.)	<ul style="list-style-type: none"> • Browse the following website and create an account on each website <ul style="list-style-type: none"> ▪ Bayt.com – The Middle East Leading Job Site ▪ Monster Gulf – The International Job Portal ▪ Gulf Talent – Jobs in Dubai and the Middle East • Find the handy 'search' option at the top of your homepage to search for the jobs that best suit your skills. • Select the job type from the first 'Job Type' drop-down menu, next, select the location from the second drop-down menu. • Enter any keywords you want to use to find suitable job vacancies. • On the results page you can search for part-time jobs only, full-time jobs only, employers only, or agencies only. Tick the boxes as appropriate to 	<ul style="list-style-type: none"> • Task 44 <p><u>Details may be seen at Annexure-I</u></p>

		<p>your search.</p> <ul style="list-style-type: none">• Search for jobs by:<ul style="list-style-type: none">▪ Company▪ Category▪ Location▪ All jobs▪ Agency• Industry	
• Revision of main content of course			
• Final Term			

Tasks For Certificate in Computer Graphics and Video Editing

Task No.	Task	Description	Week
1.	Enlisting	Enlist following: <ul style="list-style-type: none"> • Interpersonal skills • Characteristics of a manager 	Week 1
2.	Find the career path	Prepare a career path related to your course and also highlight the emerging trends in the local as well as international market	
3.	Work Ethics	Generate a report on Institute work ethics and professionalism related to your course	
4.	Project initiation documents	Make a plan and prepare documents for project initiation	Week 2
5.	List down factors	List down factors affecting project scope	
6.	WBS	Design work breakdown structure to estimate project duration	Week 3
7.	Calculation for project completion	Create a chart of factors involved in project and its process	
8.	Documentation	Prepare documents for planning and execution of project	
9.	Designing plan	Create a plan for project	Week 4
10.	Components integration	Integrate various components of project for execution	
11.	Documents for tender	Prepare documents for the tendering process	
12.	Proposal points	Write main points of good proposal	Week 4
13.	Proposal writing	Design a proposal for project	
14.	Bidding	Create bid for a project considering project details	
15.	Time calculation for project	Calculate time for project completion using time management techniques	Week 5
16.	Build CV	Develop professional CV	
17.	Resources cost	Enlist points for cost estimation	Week 6
18.	Cost comparison	Compare cost of different projects and identify best one.	
19.	Revenue earned	Calculate income after meeting expenditure during a project	
20.	Cost estimation	Estimate cost using cost estimating technique	Week 7
21.	Identify criteria of	Identify quantifiable quality criteria in a project	

Task No.	Task	Description	Week
	quality		
22.	Ensure quality of project	Identify and apply tools and techniques to ensure quality of a project	
23.	Create profile	Create profile on freelancing website	
24.	Workbreak down for HR	Design work breakdown for available HR	
25.	Identify best available resources	Figure out the best resources from available HR according to project requirement	Week 8
26.	HR engagement plan	Design a project plan for human resource engagement according to their capabilities	
27.	Communication plan	Design a communication plan for the project implementation process	Week 9
28.	Present project to stakeholders	Prepare presentation of the project plan for stakeholders	
29.	Enlist risks	Identify risks and list down according to priority to address them	Week 10
30.	Design plan	Make a plan to address risks involved in a project	
31.	Prepare documents for procurement	Prepare documents for procurement process	
32.	Design plan for procurement	Prepare plan for procurement purposes for a project	
33.	Vendor identification	Enlist vendors and figure out the best vendor considering best procurement practices	Week 11
34.	Procure resources	Complete procurement considering budget and other factors	
35.	Inspect resources	Inspect resources procured, identified those which are below quality standards and replace those	
36.	Stakeholders identification	Research and identify the relevant stakeholders for the project	
37.	Stakeholder engagement plan	Design plan for stakeholders engagement	
38.	Communication with stakeholders	Communicate with stakeholders for effective engagement	Week 12

Computer Graphics and Video Editing

What is freelancing and how you can make money online - BBCURDU

<https://www.youtube.com/watch?v=9jCJN3Ff0kA>

Hisham Sarwar Motivational Story | Pakistani Freelancer

https://www.youtube.com/watch?v=CHm_BH7xAxk

21 Yr Old Pakistani Fiverr Millionaire | 25-35 Lakhs a Month Income | Interview

<https://www.youtube.com/watch?v=9WrmYYhr7S0>

Success Story of a 23 Year - Old SEO Expert | How This Business Works | Urdu Hindi Punjabi

<https://www.youtube.com/watch?v=tIQ0CWgszl0>

Failure to Millionaire - How to Make Money Online | Fiverr Superhero Aaliyaan Success Story

<https://www.youtube.com/watch?v=d1hocXWSpus>

Annexure-III

SUCCESS STORY

S. No	Key Information	Detail/Description
1.	Self & Family background	<p>Jawad Saleem, who lives in Mirpur (AJK), is an example of how hard work and perseverance can reap rich rewards when implementing for projects. He earned a good amount of money as a project manager in a multinational firm. But this isn't a story of overnight success – he has had to work hard to differentiate himself and stay true to his goal.</p> <p>It was a full year later, in May 2017, when he finally decided to jump in. He signed up for one of the firm as an assistant initially. He had already started a small business to help pay for his college education, so he was nervous and apprehensive about the decision. "I gave myself two or three months at most. If I didn't succeed, then I would go back to running the business as it was showing potential," he says.</p> <p>If at first you don't succeed, try try again</p>
2.	How he came on board NAVTTC Training/ or got trained through any other source	Certification in graphic designing from (NAVTTC partner institute)
3.	Post training activities	<p>Jawad in his initial phase of professional life he struggled but his passion never let him down. He applied in different firms and did job as assistant for experience. After gaining some experience he applied in multinational firm and got job. After sometime he promoted and became manager.</p> <p>He start providing consultancy to different firms as well and earn reputation in the market with the money. He setup his own company and start taking porjects.</p>
4.	Message to others (under training)	<p>Take the training opportunity seriously Impose self-discipline and ensure regularity Make Hard work pays in the end so be always ready for the same.</p>

Note: Success story is a source of motivation for the trainees and can be presented in a number of ways/forms in a NAVTTC skill development course as under: -

1. To call a passed out successful trainee of institute. He will narrate his success story to the trainees in his own words and meet trainees as well.
2. To see and listen to a recorded video/clip (5 to 7 minutes) showing a successful trainee Audio video recording that has to cover the above mentioned points.*
3. The teacher displays the picture of a successful trainee (name, trade, institute, organization, job, earning etc) and narrates his/her story in teacher's own motivational words.

* *The online success stories of renowned professional can also be obtained from Annex-II*

Workplace/Institute Ethics Guide

Work ethic is a standard of conduct and values for job performance. The modern definition of what constitutes good work ethics often varies. Different businesses have different expectations. Work ethic is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue or value to strengthen character and individual abilities. It is a set of values centered on importance of work and manifested by determination or desire to work hard.

The following ten work ethics are defined as essential for student success:

1. Attendance:

Be at work every day possible, plan your absences don't abuse leave time. Be punctual every day.

2. Character:

Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product. Complete assigned tasks correctly and promptly. Look to improve your skills.

3. Team Work:

The ability to get along with others including those you don't necessarily like. The ability to carry your own weight and help others who are struggling. Recognize when to speak up with an ideas and when to compromise by blend ideas together.

4. Appearance:

Dress for success, set your best foot forward, personal hygiene, good manner, remember that the first impression of who you are can last a life time

5. Attitude:

Listen to suggestions and be positive, accept responsibility. If you make a mistake, admit it. Values workplace safety rules and precautions for personal and co-worker safety. Avoids unnecessary risks. Willing to learn new processes, systems and procedures in light of changing responsibilities.

6. Productivity:

Do the work correctly, quality and timelines are prized. Get along with fellows, cooperation is the key to productivity. Help out whenever asked, do extra without being asked. Take pride in your work, do things the best you know how. Eagerly focuses energy on accomplishing tasks, also referred to as demonstrating ownership. Takes pride in work.

7. Organizational Skills:

Make an effort to improve, learn ways to better yourself. Time management; utilize time and resources to get the most out of both. Take an appropriate approach to social interactions at work. Maintains focus on work responsibilities.

8. Communication:

Written communication, being able to correctly write reports and memos.

Verbal communications, being able to communicate one on one or to a group.

9. Cooperation:

Follow institute rules and regulations, learn and follow expectations. Get along with fellows, cooperation is the key to productivity. Able to welcome and adapt to changing workplace situations and the application of new or different skills.

10. Respect:

Work hard, work to best of your ability. Carry out orders, do what's asked the first time.

Show respect, accept and acknowledge an individual's talents and knowledge. Respects diversity in the workplace, including showing due respect for different perspectives, opinions and suggestions.