

**Government of Pakistan**

**National Vocational and Technical Training Commission**

**Prime Minister's Hunarmand Pakistan Program**

"Skills for All"



**Course Contents / Lesson Plan**

**Course Title: Salesforce Administrator**

**Duration: 3 Months**

**Revised Edition**

Trainer Name	
Course Title	<b>Salesforce Administrator</b>
<b>Objectives and Expectations</b>	<p><b>Objective:</b> The objective of a Salesforce Administrator is to design and develop customized Salesforce solutions that meet the unique needs of businesses. This involves analyzing requirements, developing solutions using the Salesforce platform, testing, and debugging code, and deploying the solutions to production.</p> <p><b>Expectations:</b> As a Salesforce Administrator, there are several expectations that one should strive to meet:</p> <ol style="list-style-type: none"> <li>1- Develop and maintain customized Salesforce solutions: The primary expectation of a Salesforce Administrator is to develop and maintain customized Salesforce solutions that meet the specific needs of the business. This requires a deep understanding of the Salesforce platform, as well as knowledge of programming languages such as Apex, Visualforce, and Lightning Web Components.</li> <li>2- Collaborate with stakeholders: Salesforce Administrators should work closely with stakeholders such as business analysts, project managers, and other developers to ensure that solutions are meeting the needs of the business.</li> <li>3- Testing and debugging: A Salesforce Administrator should be proficient in testing and debugging code to ensure that solutions are functioning as expected and to identify and resolve any issues that arise.</li> <li>4- Continuous learning: The Salesforce platform is constantly evolving, and a Salesforce Administrator should stay up-to-date with the latest changes and updates in the platform to ensure that solutions are developed using best practices and are utilizing the latest features.</li> <li>5- Good communication skills: A Salesforce Administrator should have good communication skills to effectively communicate with stakeholders and team members, provide updates on progress, and explain technical concepts to non-technical team members.</li> </ol>
<b>Entry-level of trainees</b>	Bachelors in any domain

<b>Learning Outcomes of the course</b>	<p>The learning outcomes of Salesforce can vary depending on the specific training or course being taken. However, some general learning outcomes of Salesforce training include:</p> <p><b>Understanding of the Salesforce platform:</b> Learners will gain a deep understanding of the Salesforce platform and its various components, such as the Sales Cloud, Service Cloud, and Marketing Cloud.</p> <p><b>Knowledge of Salesforce tools and features:</b> Learners will become familiar with the various tools and features within the Salesforce platform, such as reports and dashboards, workflows and automation, and security and sharing settings.</p> <p><b>Proficiency in Salesforce development:</b> Learners will develop proficiency in Salesforce development languages such as Apex, Visualforce, and Lightning Web Components, allowing them to create customized solutions that meet the specific needs of businesses.</p> <p><b>Ability to design and implement Salesforce solutions:</b> Learners will gain the skills necessary to analyze business requirements and design and implement customized Salesforce solutions that meet those requirements.</p> <p><b>Knowledge of Salesforce best practices:</b> Learners will understand best practices for developing and deploying Salesforce solutions, including testing, debugging, and ensuring the security and scalability of solutions.</p> <p><b>Communication and collaboration skills:</b> Salesforce training often emphasizes the importance of communication and collaboration skills, as learners will need to work closely with stakeholders and team members to design and implement effective solutions.</p>
<b>Course Execution Plan</b>	<p><b>Total duration of course:</b>3 months (12 Weeks)  <b>Class hours:</b>4 hours per day  <b>Theory:</b>20%  <b>Practical:</b> 80%  <b>Weekly hours:</b> 20 hours per week</p>
<b>Companies offering jobs in the respective trade</b>	<ul style="list-style-type: none"> <li>• Information technology (IT)</li> <li>• Financial services</li> <li>• Healthcare</li> <li>• Retail and consumer goods</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Services Sector</li> </ul>
<b>Job Opportunities</b>	<ul style="list-style-type: none"> <li>• Salesforce Administrator</li> <li>• Salesforce Administrator</li> <li>• Salesforce Consultant</li> <li>• Salesforce Architect</li> <li>• Salesforce Business Analyst</li> <li>• Salesforce Project Manager</li> <li>• Salesforce Marketing Manager</li> <li>• Salesforce Integration Specialist</li> </ul>

	<ul style="list-style-type: none"><li>• Salesforce Technical Lead</li><li>• Salesforce Support Specialist</li><li>• Salesforce Solution Engineer</li><li>• Salesforce Data Analyst</li><li>• Salesforce QA Analyst</li><li>• Salesforce UX Designer</li><li>• Salesforce Training Specialist</li></ul>
<b>No of Students</b>	25
<b>Learning Place</b>	Classroom / Lab

## MODULES

Scheduled Weeks	Module Title	Learning Units	Home Assignment
Week 1	<b>What is a Salesforce Administrator? Essential Habits for Salesforce Admins</b>	<ul style="list-style-type: none"> <li>Learn About Admin Habits</li> <li>Understand User Management</li> <li>Delve into Data Management</li> <li>Get the Scoop on Security</li> <li>Get Acquainted with Actionable Analytics</li> </ul>	<ul style="list-style-type: none"> <li><b>Task 1</b></li> <li><b>Task 2</b></li> </ul> <p><i><u>Details may be seen at Annexure-I</u></i></p>
Day 1		<ul style="list-style-type: none"> <li>Learn About Admin Habits</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>Understand User Management</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>Delve into Data Management</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>Get the Scoop on Security</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>Get Acquainted with Actionable Analytics</li> </ul>	
Week 2	<b>Why Admins Matter with Brian Millham Meet a Salesforce Admin</b>	<ul style="list-style-type: none"> <li>Business Analyst - From english major to major boss</li> <li>Marketing Manager - Learning the skills to land your dream job</li> <li>Service Manager - Building a customer service career, brick by brick</li> <li>Sales Manager - You don't have to be outgoing to crush it in sales</li> <li>Salesforce Administrator - Be in demand, efficient, and awesome</li> <li>Salesforce Administrator - Making the case for coding</li> <li>Salesforce Technical Architect - Investigators wanted</li> <li>Salesforce Consultant - Help your clients succeed, travel optional</li> <li>College student - Gain real-life job skills in the dorm</li> </ul>	<ul style="list-style-type: none"> <li><b>Task 3</b></li> <li><b>Task 4</b></li> </ul> <p><i><u>Details may be seen at Annexure-I</u></i></p>
Day 1		<ul style="list-style-type: none"> <li>Business Analyst - From English major to major boss</li> <li>Marketing Manager - Learning the skills to land your dream job</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>Service Manager - Building a customer service career, brick by brick</li> <li>Sales Manager - You don't have to be outgoing to crush it in sales</li> </ul>	

Day 3		<ul style="list-style-type: none"> <li>• Salesforce Administrator - Be in demand, efficient, and awesome</li> <li>• Salesforce Administrator - Making the case for coding</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>• Salesforce Technical Architect - Investigators wanted</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>• Salesforce Consultant - Help your clients succeed, travel optional</li> <li>• College student - Gain real-life job skills in the dorm</li> </ul>	
Week 3	<p><b>Salesforce Admin Career Path</b></p>	<ul style="list-style-type: none"> <li>• Salesforce Platform Basics</li> <li>• Get Started with the Salesforce Platform</li> <li>• Discover Use Cases for the Platform</li> <li>• Understand the Salesforce Architecture</li> <li>• Navigate Setup</li> <li>• Power Up with AppExchange</li> <li>• Data Modeling</li> <li>• Understand Custom &amp; Standard Objects</li> <li>• Create Object Relationships</li> <li>• Work with Schema Builder</li> <li>• Data Management</li> <li>• Import Data</li> <li>• Export Data</li> <li>• Lightning Experience Customization</li> <li>• Set Up Your Org</li>   <li>• Create and Customize Lightning Apps</li> <li>• Create and Customize List Views</li> <li>• Customize Record Highlights with Compact Layouts</li> <li>• Customize Record Details with Page Layouts</li> <li>• Create Custom Buttons and Links</li> <li>• Empower Your Users with Quick Actions</li> <li>• Salesforce Mobile App Customization</li> <li>• Get Started with the Salesforce Mobile App</li> <li>• Customize Navigation</li> <li>• Create Global Quick Actions</li> <li>• Create Object-Specific Quick Actions</li> <li>• Customize Compact Layouts</li> <li>• User Engagement</li> <li>• Get Started with User Engagement</li> <li>• Promote Feature Adoption and Discovery</li> <li>• Enable Users to Learn in the Flow of Work</li> <li>• Design a User Engagement Journey</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Task 5</b></li> <li>• <b>Task 6</b></li> <li>• <b>Task 7</b></li>   <li>• <u>Details may be seen at Annexure-I</u></li> </ul>

		<ul style="list-style-type: none"> <li>• Reports &amp; Dashboards for Lightning Experience</li> <li>• Introduction to Reports and Dashboards in Lightning Experience</li> <li>• Create Reports with the Report Builder</li> <li>• Format Reports</li> <li>• Visualize Your Data with the Lightning Dashboard Builder</li> <li>• Extend Your Reporting Strategy with AppExchange</li> </ul>	
<b>Day 1</b>		<ul style="list-style-type: none"> <li>• Lightning Experience Customization</li> <li>• Set Up Your Org</li> <li>• Create and Customize Lightning Apps</li> <li>• Create and Customize List Views</li> <li>• Customize Record Highlights with Compact Layouts</li> </ul>	
<b>Day 2</b>		<ul style="list-style-type: none"> <li>• Customize Record Details with Page Layouts</li> <li>• Create Custom Buttons and Links</li> <li>• Empower Your Users with Quick Actions</li> <li>• Salesforce Mobile App Customization</li> <li>• Get Started with the Salesforce Mobile App</li> </ul>	
<b>Day 3</b>		<ul style="list-style-type: none"> <li>• Customize Navigation</li> <li>• Create Global Quick Actions</li> <li>• Create Object-Specific Quick Actions</li> <li>• Customize Compact Layouts</li> <li>• User Engagement</li> </ul>	

<p><b>Day 4</b></p>		<ul style="list-style-type: none"> <li>• Get Started with User Engagement</li> <li>• Promote Feature Adoption and Discovery</li> <li>• Enable Users to Learn in the Flow of Work</li> <li>• Design a User Engagement Journey</li> <li>• Reports &amp; Dashboards for Lightning Experience</li> </ul>	
<p><b>Day 5</b></p>		<ul style="list-style-type: none"> <li>• Introduction to Reports and Dashboards in Lightning Experience</li> <li>• Create Reports with the Report Builder</li> <li>• Format Reports</li> <li>• Visualize Your Data with the Lightning Dashboard Builder</li> <li>• Extend Your Reporting Strategy with AppExchange</li> </ul>	
<p><b>Week 4</b></p>	<p><b>Admin Intermediate</b></p>	<ul style="list-style-type: none"> <li>• Formulas and Validations</li> <li>• Use Formula Fields</li> <li>• Implement Roll-Up Summary Fields</li> <li>• Create Validation Rules</li> <li>• Data Security</li> <li>• Overview of Data Security</li> <li>• Control Access to the Org</li> <li>• Control Access to Objects</li> <li>• Control Access to Fields</li> <li>• Control Access to Records</li> <li>• Create a Role Hierarchy</li> <li>• Define Sharing Rules</li> <li>• Picklist Administration</li> <li>• Get Started with Picklists</li> <li>• Manage Your Picklist Values</li> <li>• Share Values with Global Value Sets</li> <li>• Build a Suggestion Box App</li> <li>• Create an App</li> <li>• Add Custom Fields</li> <li>• Modify the User Experience</li> <li>• Add Business Logic</li> <li>• Create Reports and Dashboards</li> <li>• Approve Records with Approval Processes</li> <li>• Customize How Records Get Approved</li> <li>• Build an Approval Process</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Task 8</b></li> <li>• <b>Task 9</b></li> <li>• <b>Task 10</b></li> </ul> <p><i><u>Details may be seen at Annexure-I</u></i></p>



		<ul style="list-style-type: none"> <li>• AppExchange Basics</li> <li>• Get Started with AppExchange</li> <li>• Navigate AppExchange</li> <li>• Explore AppExchange Listings</li> <li>• Install AppExchange Packages</li> <li>• Connect and Contribute to the AppExchange Community</li> <li>• External Services</li> <li>• Get Started with External Services</li> <li>• Define an API Specification for an External Service</li> <li>• Register an External Service</li> <li>• Use External Services in a Flow</li> <li>• Salesforce Mobile App Rollout</li> <li>• Get Started with Your Salesforce App Rollout</li> <li>• Craft Your Rollout Strategy</li> <li>• Become a Mobile Expert and Evangelist</li> <li>• Test Your Mobile Customizations</li> <li>• Plan Your Rollout</li> <li>• Communicate the Rollout to Your Company</li> <li>• Roll Out the Salesforce App to Your Users</li> <li>• Build a Battle Station App</li> <li>• Create the Battle Station App</li> <li>• Build the Object Model</li> <li>• Modify the User Experience</li> <li>• Add Business Logic</li> <li>• Create Reports and Dashboards</li> </ul>	
<p style="text-align: center;"><b>Day 1</b></p>		<ul style="list-style-type: none"> <li>• Formulas and Validations</li> <li>• Use Formula Fields</li> <li>• Implement Roll-Up Summary Fields</li> <li>• Create Validation Rules</li> <li>• Data Security</li> <li>• Overview of Data Security</li> <li>• Control Access to the Org</li> <li>• Control Access to Objects</li> <li>• Control Access to Fields</li> <li>• Control Access to Records</li> <li>• Create a Role Hierarchy</li> </ul>	

<p><b>Day 2</b></p>		<ul style="list-style-type: none"> <li>• Define Sharing Rules</li> <li>• Picklist Administration</li> <li>• Get Started with Picklists</li> <li>• Manage Your Picklist Values</li> <li>• Share Values with Global Value Sets</li>   <li>• Build a Suggestion Box App</li> <li>• Create an App</li> <li>• Add Custom Fields</li> <li>• Modify the User Experience</li> <li>• Add Business Logic</li> <li>• Create Reports and Dashboards</li> </ul>	
<p><b>Day 3</b></p>		<ul style="list-style-type: none"> <li>• Approve Records with Approval Processes</li> <li>• Customize How Records Get Approved</li> <li>• Build an Approval Process</li> <li>• AppExchange Basics</li> <li>• Get Started with AppExchange</li> <li>• Navigate AppExchange</li> <li>• Explore AppExchange Listings</li> <li>• Install AppExchange Packages</li> <li>• Connect and Contribute to the AppExchange Community</li> <li>• External Services</li> </ul>	
<p><b>Day 4</b></p>		<ul style="list-style-type: none"> <li>• Define an API Specification for an External Service</li> <li>• Register an External Service</li> <li>• Use External Services in a Flow</li> <li>• Salesforce Mobile App Rollout</li> <li>• Get Started with Your Salesforce App Rollout</li> <li>• Craft Your Rollout Strategy</li> <li>• Become a Mobile Expert and Evangelist</li> <li>• Test Your Mobile Customizations</li> <li>• Plan Your Rollout</li> <li>• Communicate the Rollout to Your Company</li> </ul>	

Day 5		<ul style="list-style-type: none"> <li>• Roll Out the Salesforce App to Your Users</li> <li>• Build a Battle Station App</li> <li>• Create the Battle Station App</li> <li>• Build the Object Model</li> <li>• Modify the User Experience</li> <li>• Add Business Logic</li> <li>• Create Reports and Dashboards</li> </ul>	
Week 5	Admin Advanced	<ul style="list-style-type: none"> <li>• Advanced Formulas</li> <li>• Use Basic Logic in Checkbox Formulas</li> <li>• Use Numbers, Currency, and Percentages in Formulas</li> <li>• Use Date, Date/Time, and Time Formulas</li> <li>• Use Picklists in Formulas</li> </ul>	<ul style="list-style-type: none"> <li>• Task 11</li> <li>• Task 12</li> </ul> <p><i><u>Details may be seen at Annexur e-1</u></i></p>
Day 1		<ul style="list-style-type: none"> <li>• Advanced Formulas</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>• Use Basic Logic in Checkbox Formulas</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>• Use Date, Date/Time, and Time Formulas</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>• Use Numbers, Currency, and Percentages in Formulas</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>• Use Date, Date/Time, and Time Formulas</li> <li>• Use Picklists in Formulas</li> </ul>	
Week 6		<ul style="list-style-type: none"> <li>• Use Text Formulas</li> <li>• Level Up with Advanced Formulas</li> <li>• Troubleshoot Formula Errors</li> <li>• Event Monitoring</li> <li>• Get Started with Event Monitoring</li> <li>• Query Event Log Files</li> </ul>	

		<ul style="list-style-type: none"> <li>Download and Visualize Event Log Files</li> <li>Company-Wide Org Settings</li> <li>Learn About Regional Settings</li> <li>Discover Multiple Currency Settings</li> </ul>	
Day 1		<ul style="list-style-type: none"> <li>Use Text Formulas</li> <li>Level Up with Advanced Formulas</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>Troubleshoot Formula Errors</li> <li>Event Monitoring</li> <li>Get Started with Event Monitoring</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>Query Event Log Files</li> <li>Download and Visualize Event Log Files</li> <li>Company-Wide Org Settings</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>Learn About Regional Settings</li> <li>Discover Multiple Currency Settings</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li><b>Mid Term Exam</b></li> </ul>	
Week 7	Admin Credentials Overview	<ul style="list-style-type: none"> <li>Admin Credentials Overview</li> </ul>	<ul style="list-style-type: none"> <li>• Task 13</li> <li>• Task 14</li> </ul> <p><i>Details may be seen at Annexur e-1</i></p>
Week 8	Study for the Administrator Certification Exam	<ul style="list-style-type: none"> <li>Cert Prep: Administrator: Configuration, Setup, and Objects</li> <li>Get Started with Administrator Certification Prep</li> <li>Study Up on Configuration and Setup</li> <li>Review Object Manager and Lightning App Builder</li> </ul>	<ul style="list-style-type: none"> <li>• Task 15</li> </ul> <p><i>Details may be seen at Annexure-1</i></p>
Day 1		<ul style="list-style-type: none"> <li>Cert Prep: Administrator: Configuration, Setup, and Objects</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Day 2		<ul style="list-style-type: none"> <li>Cert Prep: Administrator: Configuration, Setup, and Objects</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>Get Started with Administrator Certification Prep</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>Study Up on Configuration and Setup</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>Review Object Manager and Lightning App Builder</li> </ul>	
Week 9	Study for the Administrator Certification Exam	<ul style="list-style-type: none"> <li>Cert Prep: Administrator: Applications and Activities.</li> <li>Review Sales and Marketing Applications.</li> <li>Prep for Service and Support Applications</li> <li>Study Up on Productivity and Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Task 16</li> </ul> <p><i>Details may be seen at Annexure-1</i></p>

Day 1		<ul style="list-style-type: none"> <li>• Cert Prep: Administrator: Applications and Activities.</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>• Cert Prep: Administrator: Applications and Activities.</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>• Review Sales and Marketing Applications.</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>• Prep for Service and Support Applications</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>• Study Up on Productivity and Collaboration</li> </ul>	
Week 10	<b>Study for the Administrator Certification Exam</b>	<ul style="list-style-type: none"> <li>• Cert Prep: Administrator: Data and Automation</li> <li>• Practice Data and Analytics Management</li> <li>• Study Up on Workflow and Automation</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Task 17</b> <i><u>Details may be seen at Annexure-I</u></i></li> </ul>
Day 1		<ul style="list-style-type: none"> <li>• Cert Prep: Administrator: Data and Automation</li> </ul>	
Day 2		<ul style="list-style-type: none"> <li>• Cert Prep: Administrator: Data and Automation</li> </ul>	
Day 3		<ul style="list-style-type: none"> <li>• Practice Data and Analytics Management</li> </ul>	
Day 4		<ul style="list-style-type: none"> <li>• Practice Data and Analytics Management</li> </ul>	
Day 5		<ul style="list-style-type: none"> <li>• Study Up on Workflow and Automation</li> </ul>	
Week 11	<b>9 Ways to Get Started in the Salesforce Ecosystem as a Salesforce Administrator</b>	<ul style="list-style-type: none"> <li>• 9 Ways to Get Started in the Salesforce Ecosystem as a Salesforce Administrator</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Task 18</b></li> <li>• <b>Task 19</b> <i><u>Details may be seen at Annexure-I</u></i></li> </ul>
Week 12	<b>Final Assessment</b>		

Task No.	Task	Description	Week
1	<b>Understand User Management</b>	In Salesforce, user management refers to the process of creating, managing, and maintaining user accounts for accessing the Salesforce platform. Salesforce user management allows administrators to control access to Salesforce data and functionality based on the user's role, profile, and permissions.	<b>Week 1</b>

2	<b>Delve into Data Management</b>	Data management in Salesforce refers to the process of managing data within the Salesforce platform. It involves creating, updating, storing, and maintaining data in a structured and organized way, so it can be easily accessed and used by users within the organization.	
3	<b>Salesforce Administrator - Be in demand, efficient, and awesome</b>	As a Salesforce Administrator, you have been tasked with improving the efficiency and effectiveness of your organization's use of Salesforce. Your goal is to make sure that Salesforce is being used to its full potential and that users are able to leverage all of its features and functionality to drive business success. Here are some tasks you can undertake to achieve this goal	<b>Week 2</b>
4	<b>Create Object Relationships</b>	Object relationships in Salesforce are used to link two or more objects together, allowing for the creation of more complex data models.	
5	<b>Import Data Export Data</b>	Importing and exporting data in Salesforce is a common task for administrators and users alike. By importing and exporting data in Salesforce, you can quickly and easily move data between systems, update existing records, and create new records in bulk. This can save time and improve data accuracy, helping your organization make better decisions and achieve better outcomes.	
6	<b>Lightning Experience Customization</b>	Lightning Experience is a modern, responsive interface for Salesforce that enables users to be more productive and work more efficiently. Customizing Lightning Experience can help you tailor the platform to the specific needs of your organization. Here are some steps to get started with Lightning Experience customization	<b>Week 3</b>
7	<b>Set Up Your Org</b>	Setting up your Salesforce organization (org) is a critical first step in using the platform effectively	
8	<b>Reports &amp; Dashboards for Lightning Experience</b>	Reports and dashboards are essential tools for analyzing data and gaining insights into your business performance. With Lightning Experience, Salesforce has made it easier to create, view, and share reports and dashboards. Here are some steps to get started with reports and dashboards in Lightning Experience	<b>Week 4</b>
9	<b>Formulas and Validations</b>	Formulas and validations are two important tools in Salesforce that help you ensure data accuracy and consistency.	

10	<b>Implement Roll-Up Summary Fields</b>	Roll-up summary fields are a powerful tool that can help you better understand and analyze your Salesforce data. By summarizing data from related records, you can gain valuable insights into your business performance and make better-informed decisions.	
11	<b>Create a Role Hierarchy</b>	By creating a role hierarchy in Salesforce, you can ensure that users have the appropriate level of access to the data they need to do their jobs. This can help improve efficiency, reduce errors, and ensure compliance with data security policies.	<b>Week 5</b>
12	<b>Use Picklists in Formulas</b>	By using picklists in your formulas, you can help ensure that data is captured accurately and consistently, and that your formulas are able to evaluate and manipulate data in a structured and predictable way.	
13	<b>Use Numbers, Currency, and Percentages in Formulas</b> <b>Use Date, Date/Time, and Time Formulas</b>	By using numbers, currency, percentages, date, date/time, and time data types in your formulas, you can perform complex calculations and manipulate data in a structured and predictable way. This can help improve efficiency and accuracy in your organization's workflows.	<b>Week 7</b>
14	<b>Company-Wide Org Settings</b>	By configuring these company-wide org settings, administrators can ensure that the organization's behavior and features are aligned with its business needs and security requirements. Additionally, these settings can help ensure that users are productive and efficient when using Salesforce.	
15	<b>Study for the Administrator Certification Exam</b>	Cert Prep: Administrator: Configuration, Setup, and Objects Get Started with Administrator Certification Prep Study Up on Configuration and Setup Review Object Manager and Lightning App Builder	<b>Week 8</b>
16	<b>Study for the Administrator Certification Exam</b>	Cert Prep: Administrator: Applications and Activities. Review Sales and Marketing Applications. Prep for Service and Support Applications Study Up on Productivity and Collaboration	<b>Week 9</b>
17	<b>Study for the Administrator Certification Exam</b>	-Cert Prep: Administrator: Data and Automation  -Practice Data and Analytics Management Study Up on Workflow and Automation	<b>Week 10</b>

18	<b>Build your CV</b>	<p>Download professional CV template from any good site (<a href="https://www.coolfreecv.com">https://www.coolfreecv.com</a> or relevant)</p> <p>Add Personal Information</p> <p>Add Educational details</p> <p>Add Experience/Portfolio</p> <p>Add contact details/profile links</p>	
19	<b>How to search and apply for jobs in at least two labor marketplace countries (KSA, UAE, etc.)</b>	<p>Browse the following website and create an account on each website</p> <p>Bayt.com – The Middle East Leading Job Site</p> <p>Monster Gulf – The International Job Portal</p> <p>Gulf Talent – Jobs in Dubai and the Middle East</p> <p>Find the handy ‘search’ option at the top of your homepage to search for the jobs that best suit your skills.</p> <p>Select the job type from the first ‘Job Type’ drop-down menu, next, select the location from the second drop-down menu.</p> <p>Enter any keywords you want to use to find suitable job vacancies.</p> <p>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 your search.</p> <p>Search for jobs by:</p> <ul style="list-style-type: none"> <li>Company</li> <li>Category</li> <li>Location</li> <li>All jobs</li> <li>Agency</li> </ul>	<b>Week 11</b>



**Motivational Lectures  
Salesforce Administrator**

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

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

**What Is the Role of Good Manners in the Workplace? By Qasim Ali Shah | In Urdu**

<https://www.youtube.com/watch?v=Qi6Xn7yKIIQ>

**Hisham Sarwar Motivational Story | Pakistani Freelancer**

[https://www.youtube.com/watch?v=CHm\\_BH7xAXk](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>

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

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

## Annexure-II

### SUGGESTIVE FORMAT AND SEQUENCE ORDER OF MOTIVATIONAL LECTURE.

#### Mentor

Mentors are provided an observation checklist form to evaluate and share their observational feedback on how students within each team engage and collaborate in a learning environment. The checklist is provided at two different points: Once towards the end of the course. The checklists are an opportunity for mentors to share their unique perspective on group dynamics based on various team activities, gameplay sessions, pitch preparation, and other sessions, giving insights on the nature of communication and teamwork taking place and how both learning outcomes and the student experience can be improved in the future.

#### Session- 1 (Communication):

Please find below an overview of the activities taking place Session plan that will support your delivery and an overview of this session's activity.

Session- 1 OVERVIEW
Aims and Objectives:
<ul style="list-style-type: none"> <li>To introduce the communication skills and how it will work</li> <li>Get to know mentor and team - build rapport and develop a strong sense of a team</li> <li>Provide an introduction to communication skills</li> <li>Team to collaborate on an activity sheet developing their communication, teamwork, and problem-solving</li> <li>Gain an understanding of participants' own communication skills rating at the start of the program</li> </ul>

Activity:	Participant Time	Teacher Time	Mentor Time
Intro Attend and contribute to the scheduled.			
Understand good communication skills and how it works.			
Understand what good communication skills mean			
Understand what skills are important for good communication skills			
<b>Key learning outcomes:</b>	<b>Resources:</b>		<b>Enterprise skills developed:</b>
<ul style="list-style-type: none"> <li>Understand the communication</li> </ul>	<ul style="list-style-type: none"> <li>Podium</li> <li>Projector</li> </ul>		<ul style="list-style-type: none"> <li>Communication</li> <li>Self Confidence</li> </ul>

<p>skills and how it works.</p> <ul style="list-style-type: none"> <li>• Understand what communication skills mean</li> <li>• Understand what skills are important for communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Flip Chart</li> <li>• Marker</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork</li> </ul>
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<b>Schedule</b>	<b>Mentor Should do</b>
<p><b>Welcome:</b> <b>5 min</b></p>	<p>Short welcome and ask the <b>Mentor</b> to introduce him/herself. Provide a brief welcome to the qualification for the class. Note for Instructor: Throughout this session, please monitor the session to ensure nothing inappropriate is being happened.</p>
<p><b>Icebreaker:</b> <b>10 min</b></p>	<p>Start your session by delivering an icebreaker, this will enable you and your team to start to build rapport and create a team presentation for the tasks ahead. The icebreaker below should work well at introductions and encouraging communication, but feel free to use others if you think they are more appropriate. It is important to encourage young people to get to know each other and build strong team links during the first hour; this will help to increase their motivation and communication throughout the sessions.</p>
<p><b>Introduction &amp; Onboarding:</b> <b>20mins</b></p>	<p>Provide a brief introduction of the qualification to the class and play the “Onboarding Video or Presentation”. In your introduction cover the following:</p> <ol style="list-style-type: none"> <li>1. Explanation of the program and structure. (Kamyab jawan Program)</li> <li>2. How you will use your communication skills in your professional life.</li> <li>3. Key contacts and key information – e.g. role of teacher, mentor, and SEED. Policies and procedures (user agreements and “contact us” section). Everyone to go to the Group Rules tab at the top of their screen, read out the rules, and ask everyone to verbally agree. Ensure that the consequences are clear for using the platform outside of hours. (9am-8pm)</li> <li>4. What is up next for the next 2 weeks ahead so young people know what to expect (see pages 5-7 for an overview of the challenge). Allow young people to ask any questions about the session topic.</li> </ol>
<p><b>Team Activity Planning:</b> <b>30 minutes</b></p>	<p>MENTOR: Explain to the whole team that you will now be planning how to collaborate for the first and second collaborative Team Activities that will take place outside of the session. There will not be another session until the next session so this step is required because communicating and making decisions outside of a</p>

	<p>session requires a different strategy that must be agreed upon so that everyone knows what they are doing for this activity and how.</p> <ul style="list-style-type: none"> <li>• “IDENTIFY ENTREPRENEURS” TEAM ACTIVITY</li> <li>• “BRAINSTORMING SOCIAL PROBLEMS” TEAM ACTIVITY”</li> </ul> <p><i>As a team, collaborate on a creative brainstorm on social problems in your community. Vote on the areas you feel most passionate about as a team, then write down what change you would like to see happen.</i></p> <p>Make sure the teams have the opportunity to talk about how they want to work as a team through the activities e.g. when they want to complete the activities, how to communicate, the role of the project manager, etc. Make sure you allocate each young person a specific week that they are the project manager for the weekly activities and make a note of this.</p> <p>Type up notes for their strategy if this is helpful - it can be included underneath the Team Contract.</p>
<p><b>Session Close:</b> <b>5 minutes</b></p>	<p><b>MENTOR:</b> Close the session with the opportunity for anyone to ask any remaining questions.</p> <p><b>Instructor:</b> Facilitate the wrap-up of the session. A quick reminder of what is coming up next and when the next session will be.</p>

## MOTIVATIONAL LECTURES LINKS.

<b><u>TOPIC</u></b>	<b><u>SPEAKER</u></b>	<b><u>LINK</u></b>
<b>How to Face Problems In Life</b>	<b>Qasim Ali Shah</b>	<a href="https://www.youtube.com/watch?v=OrQte08MI90">https://www.youtube.com/watch?v=OrQte08MI90</a>
<b>Just Control Your Emotions</b>	<b>Qasim Ali Shah</b>	<a href="https://www.youtube.com/watch?v=JzFs_yJt-w">https://www.youtube.com/watch?v=JzFs_yJt-w</a>
<b>How to Communicate Effectively</b>	<b>Qasim Ali Shah</b>	<a href="https://www.youtube.com/watch?v=PhHAQEGehKc">https://www.youtube.com/watch?v=PhHAQEGehKc</a>
<b>Your ATTITUDE is Everything</b>	<b>Tony Robbins Les Brown David Goggins Jocko Willink Wayne Dyer Eckart Tolle</b>	<a href="https://www.youtube.com/watch?v=5fS3rj6eIFg">https://www.youtube.com/watch?v=5fS3rj6eIFg</a>
<b>Control Your EMOTIONS</b>	<b>Jim Rohn Les Brown TD Jakes Tony Robbins</b>	<a href="https://www.youtube.com/watch?v=chn86sH0O5U">https://www.youtube.com/watch?v=chn86sH0O5U</a>
<b>Defeat Fear, Build Confidence</b>	<b>Shaykh Atif Ahmed</b>	<a href="https://www.youtube.com/watch?v=s10dzfbozd4">https://www.youtube.com/watch?v=s10dzfbozd4</a>
<b>Wisdom of the Eagle</b>	<b>Learn Kurooji</b>	<a href="https://www.youtube.com/watch?v=bEU7V5rJTtw">https://www.youtube.com/watch?v=bEU7V5rJTtw</a>
<b>The Power of ATTITUDE</b>	<b>Titan Man</b>	<a href="https://www.youtube.com/watch?v=r8LJ5X2ejqU">https://www.youtube.com/watch?v=r8LJ5X2ejqU</a>
<b>STOP WASTING TIME</b>	<b>Arnold Schwarzenegger</b>	<a href="https://www.youtube.com/watch?v=kzSBrJmXqdg">https://www.youtube.com/watch?v=kzSBrJmXqdg</a>
<b>Risk of Success</b>	<b>Denzel Washington</b>	<a href="https://www.youtube.com/watch?v=tbnzAVRZ9Xc">https://www.youtube.com/watch?v=tbnzAVRZ9Xc</a>

**SUCCESS STORY**

S. No	Key Information	Detail/Description
1.	<b>Self &amp; Family background</b>	<p><b>Ahmad Shabbir</b>, who lives in Islamabad, is an example of how hard work and perseverance can reap rich rewards working as a Salesforce Developer at ExD.</p> <p>But this isn't a story of overnight success – Ahmad had to work hard to differentiate herself and stay true to his goal.</p> <p>It was a full year later, in May 2022, when Ahmad finally decided to jump in. He signed up for one of a company that has a good reputation in the market.</p> <p><b>He says. “If at first, you don’t succeed, try try again”</b></p>
2.	<b>How he came on board NAVTTC Training/ or got trained through any other source</b>	Certification in Salesforce Developer
3.	<b>Post-training activities</b>	<p><b>Hands-on practice:</b> Practice is crucial to retaining what you've learned. Salesforce provides a free Developer Edition that you can use to practice building and customizing the platform. You can also work on personal projects to apply what you've learned to real-world scenarios.</p> <p><b>Join the Salesforce community:</b> Joining the Salesforce community can provide access to valuable resources, including discussion forums, webinars, events, and blogs. You can also connect with other Salesforce professionals who can offer support and guidance.</p> <p><b>Obtain Salesforce certifications:</b> Salesforce certifications are a great way to demonstrate your knowledge and skills to employers and clients. Salesforce offers a variety of certifications, including Salesforce Administrator, Salesforce Developer, and Salesforce Architect. Obtaining a certification can increase your credibility and open up new job opportunities.</p>

		<p><b>Attend Salesforce events:</b> Attending Salesforce events, such as Dreamforce, can provide access to keynote speeches, training sessions, and networking opportunities. You can also learn about the latest Salesforce features and developments.</p> <p><b>Stay up to date with Salesforce updates:</b> Salesforce updates its platform regularly, so it's essential to stay up to date with the latest features and functionality. You can subscribe to Salesforce blogs and newsletters to stay informed about new releases and updates.</p>
4.	<p><b>Message to others (under training)</b></p>	<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 several ways/forms in a NAVTTC skill development course as under: -

1. To call a passed out successful trainee of the 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 the teacher's own motivational words.

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

## **Workplace/Institute Ethics Guide**

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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 the 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 weight and help others who are struggling. Recognize when to speak up with an idea 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 lifetime

**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 work situations and the application of new or different skills.

**10. Respect:**

Work hard, work to the 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.