OFFICE - ASSISTANT

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CBT Curriculum
National Vocational Certificate Level 2

Version 1 - June 2013

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Contents

1. Introduction

The structure of this course

This curriculum comprises 8 modules. The recommended delivery time is 790 hours. Delivery of the course could therefore be full time, 5 days a week, for 6 months. Training providers are at liberty to develop other models of delivery, including part-time and evening delivery.

The full structure of the course is as follow:

Module	Theory[1] Days/hours	Workplace[2] Days/hours	Total hours
1: Duties and rights at the workplace	18	36	54
2: Computer Skills	30	120	150
3: Database	20	40	60

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[1] Learning Module hours in training provider premises
[2] Training workshop, laboratory and on-the-job workplace

4: Business Functional Process Area (Accounts-Bookkeeping)	35	110	145
5: Business Functional Process Area (Inventory Control-Store keeping)	20	90	110
6: Business Functional Process Area (Human Resource Management)	15	50	65
7: Business Functional Process Area (Administration)	20	80	100
8: Project-Software	15	100	115

This is a curriculum of Computer Business Management programme which has been developed for implementation throughout Pakistan. This curriculum provides stakeholders with guidance to most widely used business processes for the business of product development / provision of services in SME sector in Pakistan. (Accounts, Inventory, Human Resource Management). These good practices have been produced by participants belonging to the different sub domains of this field and allied fields.

Main objectives of this course

The overall objective of this program is to produce individuals employable for IT-Business offices who could provide sufficient assistance to their supervisors in common business processes/functional areas. The graduates of this program will also be

able to become entrepreneurs. But this will require providing additional input on entrepreneurship development for the one who is willing to start his/her own business. (Not included in the curriculum).

Central aim of the training provider, trainer or teacher

The aim of the instructor for this curriculum is to develop work related skills through practical action oriented work. Action orientation can be understood as the willingness and ability of a student to act in different situations in a socially responsible manner.

Teaching staff will support students in developing their willingness and ability, through their managerial, technical knowledge and abilities, to solve tasks and problems that are goal-oriented. They will need to use student-centred, practically oriented methods. They will also need to develop a programme of practical assessment that reflects the learning outcomes stated in the curriculum.

Students will also develop ability as an individual to clarify issues, think through and to assess development opportunities. They will learn to consider requirements and constraints in day to day routine life and to develop their own projects / products. Teaching staff will also support students in developing characteristics such as communication skills, client dealing, self-reliance, reliability, responsibility, and a sense of duty and negotiation tactics.

This curriculum can serve as a quality improvement initiative geared to helping institution build their capacity to produce resources for Computer-Business management. By leveraging the guided discussions, activities, resources, and other materials in these trainings, participants will build their knowledge, skills, and abilities related to:

• Knowledge about Business Environment

• Differentiation between types of Companies (Private, Multi-National, Public, Sole-Proprietary)

- Explanation of problem solving techniques

- Practical experience of designing Business software (Management Information System, Enterprise Resource Planner)

- Understanding of the web enabled Coordination

- Ability to deal with clients

- Information about major threats and their security measures

- Practical experience of Spread sheet, Accounting systems

- Sound knowledge about Database Management Systems

- Adequate presentation skills

- Team coordination skills

Entry level for trainees

Intermediate certificate (HSSC) with comfort level of English and Mathematics. Satisfactory completion of appropriate admission assessment.

Minimum teaching qualification

Teaching staff should have at least twelve (12) years' experience in the field of Office Automation, Management Information System domain and a Masters degree (18 years) in Computer Science, Software Engineering or Information Technology along with MBA degree with Research publications and international certifications. They should also hold or be working towards a formal teaching qualification.

Medium of instruction

Instruction will be in Urdu and English language. For employment in the other countries orientation to specific linguistic expression with language conversion tools (worked with UNI codes) are recommended.

Terminology

This curriculum is for Computer Business Management. Some organisations may use alternative terms to describe this job role, for example IT Assistant, Office manager or Business Associate. Training providers should examine the Overview of the Curriculum to determine whether this curriculum meets the needs of potential candidates/incumbents.

Laws and Regulations

Computer aided business management is governed by the specific applicable territorial laws, imposed from Securities and Exchange Commission of Pakistan, Federal Board of Revenue.

Suggested distribution of modules

This qualification is made up of Eight (8) modules including the final software development project. Final assessment is not included here. Trainer can utilize Eleven (11) hours for internal assessment. Suggested distribution of these modules is presented overleaf. This is not prescriptive and training providers may modify this according to given circumstances.

One (1) module is interdependent: Module 1: Duties and Rights at workplace. This is illustrated in the distribution table.

Module 2: Computer Skills (General) and module 3: database – can be delivered at any stage. The distribution table suggests that this should be delivered at any stage after the Module-1. Whereas Module-4, 5,6,7,8 are recommended for the visit in the later stages of teaching exercise by following sequence.

Each module covers a range of learning components. These are aimed at providing detailed guidance to teachers (for example the Learning Elements component) and give them additional support for preparing their lessons (for example the Materials Required component). The detail provided by each module will contribute to a standardised approach to teaching, ensuring that training providers in different parts of the country have clear information on what should be taught.

The distribution table is shown below:

Module 1: Duties and rights at the workplace 54 hours	Module 3: Database 60 hours
Module 2: Computer Skills 150 hours	
Module 5: Business Functional Process Area (Inventory Control-Store keeping) 145 hours	Module 4 Business Functional Process Area (Accounts-Bookkeeping) 110 hours
Module 6: Business Functional Process	Module 7: Business Functional Process

Area (Human Resource Management)	Area (Administration)
65 hours	100 hours
Module 8: Project 115 hours	

2.   Competency Standard – "Computer Business Management"
(NVQF – Level 1)

Definition

Computer Business Management professional designs the templates of a table, worksheet, document or presentation to fulfill the requirement of business need from supervision by inline manager(s) with little autonomy to update the records and apply different proven schemes to generate output.

Overall objectives of this course

- ✓ To assist functional business areas teams and ensure organisational service standards are upheld
- ✓ Equipped resources with learnt technical skills
- ✓ Provide skilled resource for office automation
- ✓ Work closely with other team members to ensure excellent service is provided to management
- ✓ Support and take direction from Manager
- ✓ Ensure the team is working as per company policies
- ✓ Achieve organizational process assets.

Competencies gained after completion of the course:

At the end of the course, the trained individuals must have attained the following competencies:

- ✓ Prepare the technical documentation
- ✓ Manage office files/folders
- ✓ Database designing of inventory project
- ✓ Assist in preparing financial reports
- ✓ Operate Computer and Microsoft® Office application
- ✓ Dealing with clients

Personal requirements

Trainee needs the following characteristics:

- A genuine interest in IT/Business industry
- Good health and stamina – able to work for a longer period of time in tough environment
- Able to lead and work as a member of a team
- Willing to maintain the high standard of standard operating procedure necessary in any project / product
- Organizational skills
- Flexibility, Integrity

- Desire to learn

Opportunities for employment and advancement

Trained individuals can be employed in government / semi-government / private (MNC's) organizations. Experienced resources may advance through promotions with the same employer or by moving to more advanced positions with other employers. They can become:

- IT Associates
- Senior Technical writer
- Technical Support Manager
- Office Manager

Some experienced professionals achieve a highly respected level of salaries. There are good prospects for employment both within and outside Pakistan. The employment outlook in this occupation will be influenced by a wide variety of factors including:

- Trends and events affecting overall employment
- Location in Pakistan
- Employment turnover (work opportunities generated by people leaving existing positions)
- Occupational growth (work opportunities resulting from the creation of new positions that never existed before)
- Size of the industry
- Flexibility of the applicant (concerning location and schedule of work).

3. Overview of the curriculum for Computer Business Management

Module Title and Aim	Learning Units	Timeframe of module
Module 1: Duties and rights at the workplace **Aim:** To develop Code of Ethics and Professional Conduct, improve Planning Capabilities, and Awareness to Provision of applicable territorial Business / Employment related Rights at workplace.	LU1: Ethics and Professional Conduct LU2: Planning of Business-process activities LU3: Awareness to Rights	
		54 hours
		Theory Days/hours
		18 hours
		Workplace Days/hours
		36 hours
Module 2: Computer Skills **Aim:** To provide knowledge and skills on computer system management. It also deals with basic introduction to computer system management, safety aspects, tools and equipment identification and handling techniques.	**LU1:** Configure Graphical User Interface enabled System Software (Operating System) **LU2:** Configure Peripheral Devices **LU3:** Business Writing	**Timeframe of module**
		150 hours
		Theory Days/hours
		30 hours
		Workplace Days/hours
		120 hours
Module 3: **Databases**	**LU1:** Record Keeping	

Aim: The learner will be able to maintain company records (Set of logically related data) in an information system.	**LU2:** Data Relationships	60 hours
		Theory Days/hours
		20 hours
		Workplace Days/hours
		40 hours
Module 4: **Business Functional Process Area (Accounts-Bookkeeping)** **Aim:** The module explores the basic accounting principles, main financial statements including the profit & loss account and the balance sheet and the everyday adjustments that have to be made. On completion of the module, the learner is expected to provide assistance in making financial reports for businesses and organizations.	**LU1:** Familiarity with fundamental core concepts of Bookkeeping process and accounting terminologies **LU2:** Introduction to Accounts Reporting **LU3:** Spread Sheet Computation	**Timeframe of module**
		145 hours
		Theory Days/hours
		35 hours
		Workplace Days/hours
		110 hours
Module 5: Business Functional Process Area (Inventory Control-	**LU1: B**asic terminologies of store keeping	**Timeframe of module**
		110 hours

Store keeping)	**LU2:** Stock entries	**Theory Days/hours**
Aim: The module explores the basic Inventory Control (supervision of supply, storage and accessibility of items in order to ensure an adequate supply without excessive oversupply) principles, maintenance statements including the depreciation adjustments that have to be made. On completion of the module, the learner is expected to provide assistance in organizing the store/warehouse of the organizations.	**LU3:** Data Management	20 hours
		Workplace Days/hours
		90 hours

Module 6: Business Functional Process Area (Human Resource Management)	LU1: Familiarity with HRM	Timeframe of module
		65 hours
Aim: The module explores the basic Human Resource Management (Management of the Organization's Work Force) principles; maintain their records for professional work, competency, and relevant information for the use of strategic management.	**LU2:** HRM Record Keeping	**Theory Days/hours**
		15 hours
		Workplace Days/hours
		50 hours

Module 7: **Business Functional Process Area (Human Resource Management)** **Aim:** The module explores the basic Administration skills; maintain office correspondence record, coordinate company events, keep company official files, etc. Automation brings more efficiency to the overall business process.	**LU1:** Administrative Skills **LU2:** Presentation Preparation	**Timeframe of module** 100 hours
		Theory Days/hours 20 hours
		Workplace Days/hours 80 hours

4. Teaching and Learning Guide for Computer Business Management

The aim of this training programme to enabling trainees to perform independently and responsibly in their working environment, by following an educational program where this is part of the overall methodological concept.

Different methodologies can therefore contribute to achieve this objective. Theory methodologies should be well supported by appropriate resources, as indicated in the 'Materials required' column of the Learning Unit specifications. Teachers should also illustrate theory sessions with examples of how the learning could be applied in the workplace. Practical methodologies should be set in an appropriate environment and supported by appropriate resources, also indicated in the 'Materials required' column of the Learning Unit specifications. Methods that directly promote capacity-building for the student are particularly suitable, for example practical work, mock ups, role plays, emergency and contingency situational training, case studies, situational problem solving, body language, positive impressions, dignity in labor, and therefore should be included appropriately in the teaching approach.

4.1 Module 1: Duties and rights at the workplace

Objective of the module: To develop Code of Ethics and Professional Conduct, improve Planning Capabilities, and Awareness to Provision of applicable territorial Business / Employment related Rights at workplace.

Duration   54 hours   **Theory:**   18 hours   **Practical:**   36 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Ethics and Professional Conduct	The learner will be able to understand/perform the mandatory standard for Responsibility Respect Fairness Honesty Against the applicable territorial laws from SECP, ILO.	1. **Duty to take Ownership for the decisions/actions s/he make or fail to make and their consequences. (Role Play)** 2. **Duty to show a high regard for resources entrusted to s/he. Including subordinates, tangible assets (equipment's),**	Total: 10 hours Theory: 04 hours Practical: 06 hours	**Participants should have their own workbooks and pen.** **Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance (One minute of Perfection).**	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		company profile. 3. **Duty to make decisions and act impartially/objectively free from self-interest. (Quantified Self-assessment can be performed e.g. case studies.) Areas like Conflict of Interest** 4. **Duty to understand truth and act in truthful manner in conduct/communication. E.g. daily attendance enrolment on register.**			1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU2: Planning of Business-process activities	The learner will be able to identify tasks, their scheduling, define milestones, and learn optimal utilization of resources.	1. **Provide due assistance to in-line manager e.g. coordinating recurring meetings, intimate resource availability, create and keep documentations, validate applicable company defined standards.** 2. **Define activities, e.g. Apply specific life cycle methodologies – (Requirement gathering, design solution, prototype, testing, documentations)**	Total: 26 hours Theory: 06 hours Practical: 20 hours	**Participants should have their own workbooks and pen.** **Manuals and hand-outs, CBT, Case studies, templates for industry standards, video assistance from free online free educational forums e.g. Wikipedia.org, Youtube.com, etc.**	For theoretical learning: Class rooms For practical learning: Computer(s)-aided exercises at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		3. Estimate time, e.g. hours calculations for an activity, consider calendar year official leaves, company working timings.			
		4. Achieve work breakdowns, divide module in smaller and more manageable components. E.g. testing a product may have components like interface, performance, and test cases.			
		5. Resource leveling due to work load,			

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		e.g. calculations of leisure hours of a worker.			
LU3: Awareness to Rights	The learner will be able to recognize the aspirational requirements of human rights in employment context.	1. **Inform and uphold the policies, rules/regulations that govern the work and workplace.** 2. **Report illegal conduct or illegitimate action to appropriate management.** 3. **Protect propriety or**	Total: 18 hours Theory: 08 hours Practical: 10 hours	**Participants should have their own workbooks and pen.** **Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance.** **Reference**	For theoretical learning: Class rooms For practical learning: Computer-aided exercises workplace using Internet Connection

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		confidential information. (Intellectual Property Rights, Copy Rights).		**Organization: Intellectual Property Organization, Cabinet division, Government of Pakistan.**	(Minimum 1Mbps) with the provision of reliable Electricity connection.

4.2 Module 2: Computer Skills

Objective of the module: Aims to provide knowledge and skills on computer system management. It also deals with basic introduction to computer system management, safety aspects, tools and equipment identification and handling techniques.

Duration: 150 hours   **Theory:**   30 hours   **Practical:**   120 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Configure Graphical User Interface enabled System Software (Operating System)	**The student will be able to:** 1. Install operating system by applying instructional manual. 2. Install as per sequence and in according to the instructional manual without losing any kind of data (Disk Management and Fragmentation)	**1.** Explain precautions to be taken to install any operating system like data, compatibility, etc. **2.** Procedure for installing operating system like Microsoft Windows 8 in the Personnel Computers. **3.** Explain Commonly used commands / instructions to execute a task by following the Operating System help e.g. Format a Storage disk, view the list of running	**Total:** 54 hours **Theory:** 8 hours **Practical:** 46 hours	**Participants should have their own workbooks and pen.** **Licensed Operating System, Anti-Virus Software CDs.** **Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance.** **Reference Antivirus: AVG**	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		processes, etc.			
		Describe file sharing techniques e.g. copy, paste folders, files, Attributes (hide, etc.), etc.			
		5. List Computer short cuts keys to perform some task from Keyboard in more efficient routine e.g. CTRL+C, ALT+F4, etc.			
		6. List Administrative tools (Computer Management, Event Viewer, Performance Monitor, Services, Boot Sequence, and Task Scheduler) and Registry Editor.			
		7. Steps to take System Backup (Incremental, Differential) and create restore points.			
		8. Local Security Policy			

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		and Scan whole system with allied storage devices for Viruses/Worms			
LU2: Configure Peripheral Devices	**The student will be able to:** 1. List and Understand functionality of Computer Hardware (Mother Board, Processor, Bus, and Firmware (e.g. ROM-BIOS) Components. 2. Understand various kinds of peripheral devices. 3. Configure peripheral devices as per recommended manual and perform "test" function(s). 4. Troubleshoot different commonly known (Level-1 Support) basic computer hardware problems. 5. Perform Basic Internet Connectivity for	1. Define most commonly used peripheral devices e.g. CD ROM, USB, Printer, Scanner, Key Board, Mouse, Web CAM etc. 2. Describe Capacitor, VLSI, PCB, and FPGA. 3. Explain the steps to configuring peripheral devices with software driver(s), as per respective manual 4. Explain different types of computer ports and their uses including USB Port, RS-232 Port, Com Port, LPT port, etc. 5. Identify Solutions for	**Total:** 50 hours **Theory:** 10 hours **Practical:** 40 hours	**Participants should have their own workbooks and pen.** **Licensed Operating System, Anti-Virus Software CDs.** **Manuals and handouts, CBT, Case studies, templates for industry standards, video assistance.** CD ROM Driver CD's Scanner Printer Keyboard Mouse	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection. Provision of Multi-

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
	standalone computer(s).	Hardware failure/problems, e.g. Registration of *.DLL files, follow operating system Help to resolve issues. 6. Explain basic features of Internet Connectivity with usage of Email, Web Surfing and Video assistance.		Webcam Mike USB Drive External Hard Disk Wi-Fi RJ-11/RJ-45 Connection Co-axial cable	Media Projector, if applicable.
LU3: Business Writing	**The student will be able to:** **1.** Compose and Type a document draft (Letter, Report, Meeting Minute, Resume) with a typing speed up to 25 words/minute by following standardized typing pattern (asdfg ;lkjh) on Qwerty keyboards.	1. Installation of English language Documentation Tool (Microsoft® Word) from Microsoft® Office® Application, with Excel, Access, PowerPoint, InfoPath; and Urdu language Documentation Tool (InPage). 2. Explain steps to adjust page margin,	**Total:** 46 hours **Theory:** 12 hours **Practical:** 34 hours	**Participants should have their own workbooks and pen.** **Licensed Documentation Software CD.**	For theoretical learning: Class rooms

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		size and layout.		**Manuals and hand outs, CBT, Case studies, templates for industry standards (Letter, Meeting Minutes, Resume, etc.), video assistance.** **Reference Software: Microsoft® Office 2013**	For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection. (Minimum 1Mbps) with the provision of reliable Electricity connection.
	2. Perform the combinations of Control, Shift, and Alternative keys e.g. Shift+F7 for Similar Words, Ctrl+] to increase text size, Shift+F3 for toggle text and Alt+N for New command. 3. Utilize standard menu (toolbar) e.g. Home, Page Layout, References, Review hover buttons. 4. Insert table, picture, header/footer, endnote, page number, word art, table of contents, etc. 5. Associate data as Hyperlink at a given location of a document or storage device with a URL. 6. Explain the nature of document views (Print, Full Screen, Web Layout, Outline Draft) 7. Insert a Section Break at a given location of a word document. When clicked on show/hide icon under home	3. Describe common document editing features including selection of font, size, styles, colours, attributes, etc. 4. Define the steps to save document file in different formats e.g. rtf, dot, doc, docx, pdf, etc.at different paths. 5. The procedure of insertion of table in a document and its design. 6. Differentiate the use and purpose of inserting bookmark, cross reference and hyperlink in a word file. 7. Differentiate			

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
	menu, different breaks should be displayed **8.** Protect a given document. Document by assigning a password and making it final. **9.** Insert dialog box and grouping shapes. **10.** Understand OLE concept. **11.** Install and Configure Phonetic Keyboard for Urdu language editing in Inpage software.	between header and footer and their options available as a ready format in the toolbar of a word file. 8. Perform the attributes of Header and Footer in the word file and same can also be explained 9. Define section break and its purpose. 10. Differentiate between section break and page break and their purpose 11. Students must be able to understand and explain the procedure to insert spread sheet having graph in the document file.			

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		12. Customize the Inpage for Phonetic Keyboard.			
		13. Type the Urdu language text.			
		14. Execute the text editing instructions using standard menu.			

4.3 Module 3: Databases

Objective of the module: The aim of this module is that the learner will be able to maintain company records (Set of logically related data) in an information system.

Duration: 60 hours   **Theory:**   20 hours   **Practical:**   40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Record Keeping	The learner will be able to 1. Describe Column (Field) of a table 2. Define Row (Record) of a table 3. Explain structure of a table (Database) in similarity with a table of a word document file. 4. Describe different data type e.g. character, number, logical, and date/time, etc. 5. Define the role of different "key" including Primary Key, etc. 6. Define Database; not null, unique, logical data entry. 7. Describe search and its criteria (query) e.g. select, etc.	1. Explain Database concept. 2. Explain the procedure of database creation from table. 3. Enlist the techniques to mention fields and records in a table. 4. Explain the selection and limitation of different data types. 5. Enlist different "keys" for the functionality of having indexes. 6. Execution of specific search. 7. Enlist procedure of data entry and assurance procedure to check validity of punched data.	**Total:** 30 hours **Theory:** 10 hours **Practical:** 20 hours	**Participants should have their own workbooks and pen.** **Licensed Database Software CD.** **Manuals and hand outs, CBT, Case studies, templates for industry standards), video assistance.** **Reference Software: Microsoft® Office 2013**	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU2: Data Relationships	**The student will be able to:** 1. Find and apply relationships on different data entities entered, e.g. one student can register many courses in a training session; so here 1 To N (Many) relation meets. 2. Design ERD (entity relationship diagram) in word document using symbols and shapes. 3. Define different relationships types (One-to-One, One-to-Many, and Many-to-Many)	1. Enlist steps to find the relationships between entities. 2. Steps to design Entities Relationship diagrams for (1:1, 1: N, N: N) relations.	**Total:** 30 hours **Theory:** 10 hours **Practical:** 20 hours	**Participants should have their own workbooks and pen.** **Licensed Database Software CD.** **Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance.** **Reference Software: Microsoft® Office 2013**	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

4.4 Module 4: Business Functional Process Area (Accounts-Bookkeeping)

Objective of the module: The module explores the basic accounting principles, main financial statements including the profit & loss account and the balance sheet and the everyday adjustments that have to be made. On completion of the module, the learner is expected to provide assistance in making financial reports for businesses and organizations.

Duration: 145 hours   **Theory:** 35 hours   **Practical:** 110 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Familiarity with fundamental core concepts of Bookkeeping process and accounting terminologies	**The student will be able to:** 1. Define basic accounting terminologies and important principles such as matching. 2. Gain a good knowledge of recording, closing and posting entries. 3. Differentiate between credit and debit entries. 4. Explain assets types e.g. fixed, current, etc. **5.** Define the depreciation, and their techniques.	1. Introduction of credit, debit, revenue, expense, taxation, invoice, receipt, capital, assets, liabilities, equity, journal, ledger, trail balance, income statement, balance sheet. 2. Steps to categorize assets in fixed or current 3. Enlist steps to apply depreciation on assets. 4. Explain stages of an accounting life cycle e.g. Journal, Ledger, Trial Balance, Income/Profit & Loss	**Total:** 60 hours **Theory:** 20 hours **Practical** 40 hours	Participants should have their own workbooks and pen and scientific calculator. Licensed Spread sheet Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards (Journal, Ledger, Balance Sheet), video assistance. Reference Software:	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		report, and Balance Sheet.		Microsoft® Office 2013, Peach Tree, Quick Book	Electricity connection.
LU2: Introduction to Accounts Reporting	**The student will be able to:** 1. Record the daily business transactions (Revenue, Expense, etc.) detail in worksheet (e.g. Microsoft® Excel) from day book. 2. Calculate Balance amount (either credit or debit) of petty cash (Treasury) after each & every business transaction. 3. Explain and Implement CoA (chart of accounts) e.g. A-1017 means repair and maintenance of wood furniture	1. Posting of data in the form of credit and debit in a template (structure of Journal) with unique Invoice / Receipt reference. 2. Design and get approval from competent Authority about organizational CoA. 3. Apply computational formula (Add, Subtraction) on credit and debit entries to calculate available Balance amount.	**Total:** 40 hours **Theory:** 10 hours **Practical:** 30 hours	Participants should have their own workbooks and pen and scientific calculator. Licensed Spread sheet Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards (Journal, Ledger, Balance Sheet, Tax Return Form), video assistance.	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
	4. Apply the credit and debit rules on CoA 5. Know the basic information about checking (auditing) procedure and reporting of findings. 6. Know the introduction of different regulation imposed by company-nature (e.g. Private limited) Government regulation body (e.g. SECP) including but not limited to From-29. 7. Deposit and electronic filing of Tax returns in scheduled banks and on Federal Board of Revenue Website.	4. Enlist steps to generate financial report either manual or automated e.g. trial balance, income statement, balance sheet, etc.		Reference Software: Microsoft® Office 2013, Peach Tree, Quick Book Exercise on Computational formula (Sum, Subtraction, Product) http://www.secp.gov.pk http://www.fbr.gov.pk	

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU3: Spread Sheet Computation	**The student will be able to:** 1. Apply basic formulas/functions. Applied formulas/functions are error free. E.g. =(A1 + D24) * X39 2. Apply different logical functions. 3. Use different logical formulas. 4. Use different mathematical formulas. 5. Use different statistics formulas. 6. Use different financial formulas. 7. Plot column data in charts. 8. Edit worksheet. 9. Select different Currency styles.	1. Differentiate between formula and functions. 2. Perform Logical operations Equals (=) Less than (<) Less than or equal to (<=) Greater than (>) Greater than or equal to (>=) Not equal to (<>) 3. Apply Logical formulas =IF(condition, value if condition is True, value if condition is False) AND, FALSE, IFERROR, NOT, OR, TRUE 4. Apply Mathematical formulas ABS, PRODUCT, SUM, AVG, MIN,MAX, LOG, MODE, POWER	**Total:** 45 hours **Theory:** 05 hours **Practical:** 40hours	Participants should have their own workbooks and pen and scientific calculator. Licensed Spread sheet Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards (Journal, Ledger, Balance Sheet), video assistance. Reference Software: Microsoft® Office 2013, Peach Tree, Quick Book SPSS software is highly recommended for demonstration of statistics work. **Reference Book:**	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		5. Apply Statistics formulas =MEDIAN(A1:A10), =AVERAGE(A1:A10), =MODE(A1:A10), =VAR(A1:A10) STDEV.P/S/A 6. Apply Financial formulas PV,FV,RATE,NPV,IRR 7. Draw different Charts e.g. line, bar, pie chart etc. with labels and colours. 8. Usage of Text editing features available on mouse right click on a cell. 9. Enable cell editing by short cut keys e.g. Alt+Enter to add a row in a cell. 10. Students should know and can explain the procedure of protecting an excel document with a particular password.		**Formulas and Functions (in Urdu language) with Microsoft® Excel** **Azhar Publishers, 4-Urdu bazar Lahore.**	

4.5 Module 5: Business Functional Process Area (Inventory Control-Store keeping)

Objective of the module: The module explores the basic Inventory Control (supervision of supply, storage and accessibility of items in order to ensure an adequate supply without excessive oversupply) principles, maintenance statements including the depreciation adjustments that have to be made. On completion of the module, the learner is expected to provide assistance in organizing the store/warehouse of the organizations.

Duration: 110 hours **Theory:** 20 hours **Practical:** 90 hours

Learning	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Basic terminologies of store keeping	**The student will be able to:** 1. Understand the different commonly known terminologies 2. Understand different warehousing techniques 3. Suggest and Implement safety parameters for protection of Inventory. 4. Keep record of entry and exit dates for each and every item.	1. Explain basic terminologies e.g. Stock, JIT (Just In Time), FMCG (Fast Moving Consumer Goods), Cost of Goods, Freight, Supply-Chain system, periodic maintenance schedule, Expiry date / Salvage value, etc. 2. Describe the use of a warehouse. 3. Apply Depreciation rules e.g. straight line, double declining,	**Total:** 28 hours **Theory:** 08 hours **Practical:** 20 hours	Participants should have their own workbooks and pen and calculator. Licensed Database Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance. Reference Software:	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the

Learning	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		number of units consumed for different nature of Inventory.		Microsoft® Office 2013,	provision of reliable Electricity connection.
LU2: Stock entries	**The student will be able to:** 1. Post (Input) the stock entries in any database tool e.g. Microsoft® Access table/form. 2. Apply different search criteria (query) on data. 3. Generate stock report(s). 4. Import report to different formats.	1. Made stock entries e.g. item No, quantity, entry date, warranty, item specifications, vendor detail, remarks, inspection findings) 2. Describe a combination of search criteria e.g. list pipe items whose weight are less than 2 kilograms and having green colour.	**Total:** 33 hours **Theory:** 08 hours **Practical:** 25 hours	Participants should have their own workbooks and pen and calculator. Licensed Database Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance.	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum

Learning	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		3. Define the printing of detailed list in different views e.g. Tabular, etc. 4. Explain the conversion of list data in other formats, e.g. Microsoft® Word.		Reference Software: Microsoft® Office 2013,	1Mbps) with the provision of reliable Electricity connection.
LU3: Data Management	**The student will be able to:** 1. Understand the functionality of "Create" tab 2. Create table in Microsoft® Access. 3. Design form for a table. 4. Design different queries applicable for a table. 5. Design and generate (Produce) reports from a table.	1. Design a Database table from auto wizard; write field name, number identification, and their data type (Currency, Character, number, etc.) 2. Design a Form (Input Screen) for a table using wizard; selection of fields, layouts (Columnar, Tabular, Justified, Datasheet). 3. Insert Inventory data	**Total:** 49 hours **Theory:** 04 hours **Practical:** 45 hours	Participants should have their own workbooks and pen and calculator. Licensed Database Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance. Reference Software:	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the

Learning	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		into the form in respective field.		Microsoft® Office 2013,	provision of Electricity connection.
		4. Design simple query (specific search) from wizard e.g. select, insert, update, delete.			
		5. Design and generate report (output screen) from a table; defining grouping level, order, layout and orientation.			
		6. Enlist process to import report in Word, Excel and PDF format.			
		7. Students should know and can explain the procedure of protecting an access document with a particular password.			

4.6 Module 6: Business Functional Process Area (Human Resource Management)

Objective of the module: The module explores the basic Human Resource Management (Management of the Organization's Work Force) principles; maintain their records for professional work, competency, and relevant information for the use of strategic management.

Duration: 65 hours   **Theory:**   15 hours   **Practical:**   50 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Familiarity with HRM	**The student will be able to:** 1. Understand the working of Human Resource management Information System. 2. Keep Employees record updated. 3. Provide assistance in calculation of Payroll of the company.	1. Define common Human Resource Management terminologies e.g. employee retention, fringe benefits, Responsibility Assignment Matrix, etc. 2. Provide due assistance in developing and approving company policies including but not limited to Compensation policy, leave policy, Training	**Total:** 30 hours **Theory:** 10 hours **Practical:** 20 hours	Participants should have their own workbooks and pen and calculator. Licensed Database/spread sheet Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance. Reference Software:	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		assessment, writing of ACR, etc. **3.** Update the Employee records (Education, Area of Expertise, Contact, etc.) **4.** Provide assistance to accounts department for Salary calculations against entries in attendance system.		Microsoft® Office 2013,	reliable Electricity connection.
LU2: HRM Record Keeping	The learner will be able to understand/perform the 1. Design and Create Organization's employee database. 2. Update daily attendance (Punctuality, Regularity) record of each worker in database. 3. Keep the accounts related information of	1. Design a generic database in access form (may have more than one table) to keep the employee records from their respective profiles. **2.** Enter daily working hours for every worker in an excel sheet. 3. Calculate	**Total:** 35 hours **Theory:** 05 hours **Practical:** 30 hours	Participants should have their own workbooks and pen and calculator. Licensed Database/spread sheet / documentation Software CD. Manuals and hand outs, CBT, Case	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
	each employee. 4. Maintain the performance assessment of every individual.	employees' salaries by applying different mathematical formulas, e.g. per hour work rate, calculation of daily allowance, etc. 4. Make sure the maintained quantitative performance assessment remains confidential by protecting word documents.		studies, templates for industry standards, video assistance. Reference Software: Microsoft® Office 2013 Enterprise Edition Microsoft® InfoPath is also a recommended application.	Connection (Minimum 1Mbps) with the provision of reliable Electricity connection.

4.7 Module 7: Business Functional Process Area (Administration)

Objective of the module: The module explores the basic Administration skills; maintain office correspondence record, coordinate company events, keep company official files, etc. Automation brings more efficiency to the overall business process.

Duration: 100 hours   **Theory:**   20 hours   **Practical:**   80 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Administrative Skills	**The student will be able to:** 1. Maintain Office Records. 2. Manage Company files/folders (Soft copy). 3. Provide assistance for Electronic Office / Digital Work Flow Environment. 4. Provide assistance in preparing the corporate presentations.	1. Design and develop company database to keep the Official correspondence records for Receive and issuance of signed documents Letters, Applications, reports, etc. 2. Maintain the soft copies of the company official data in a secret place. Ensure its confidentiality, Integrity and Availability. 3. Explain Scanning, and Printing	**Total:** 45 hours **Theory:** 15 hours **Practical:** 30 hours	Participants should have their own workbooks and pens. Licensed Database/spread sheet/presentation Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance. Reference Software: Microsoft® Office 2013,	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		procedures to employees.			Electricity connection.
LU2: Presentation Preparation	**The student will be able to:** 1. Create slides. 2. Apply animation and transition effects on slides. 3. Import Picture and Video Graphic effects. 4. Incorporate Audio and Video controls. 5. Perform text editing (format) features. 6. Familiar with Design, Transition, Animation and Slide Show tabs of the Microsoft® PowerPoint.	1. Design a Slide by selecting appropriate slide layout e.g. Section Header, Two Content, Comparison, and Content with caption. 2. Link different animations effects e.g. fade, split, etc. on graphic objects. 3. Adjust Audio and Video controls on a slide. 4. Play Slide show by selecting different transitions, e.g. reveal, wipe, etc. 5. Text formatting features, available on mouse right click. 6. Students should know	**Total:** 55 hours **Theory:** 05 hours **Practical:** 50 hours	Participants should have their own workbooks and pens. Licensed Database/spread sheet/presentation Software CD. Manuals and hand outs, CBT, Case studies, templates for industry standards, video assistance. Reference Software: Microsoft® Office 2013	For theoretical learning: Class rooms For practical learning: Simulation exercise on Computer(s) at workplace using Internet Connection (Minimum 1Mbps) with the provision of reliable

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
		and can explain the procedure of protecting a PowerPoint presentation with a specific password.			Electricity connection.

4.8 Module 8: Project

Objective of the module: To study, analyze and develop an automated system (Management Reporting System) for an enterprise for Accounts, Inventory, Human Resource management business areas. Learner should also suggest improvement to the performing organization. This activity may provide a lead for the potential job opportunity for the executer.

Duration   115 hours   **Theory:**   15 hours   **Practical:**   100 hours

5. Assessment guidance

Good practice in Pakistan makes use of sessional and final assessments, the basis of which is described below. Good practice by vocational training providers in Pakistan is to use a combination of these sessional and final assessments, combined to produce the final qualification result.

Sessional assessment is going on all the time. Its purpose is to provide feedback on what students are learning:

- to the student: to identify achievement and areas for further work

- To the teacher: to evaluate the effectiveness of teaching to date, and to focus future plans.

Assessors need to devise sessional assessments for both theoretical and practical work. Guidance is provided in the assessment strategy.

Final assessment is the assessment, usually on completion of a course or module, which says whether or not the student has "passed". It is – or should be – undertaken with reference to all the objectives or outcomes of the course, and is usually fairly formal. Considerations of security – ensuring that the student who gets the credit is the person who did the work – assume considerable importance in final assessment.

Methods of assessment

For lessons with a high quantity of theory, written or oral tests related to learning outcomes and/ or learning content can be conducted. For workplace lessons, assessment can focus on the quality of planning the related process, the quality of executing the process, the quality of the product and/or evaluation of the process.

Methods include direct assessment, which is the most desirable form of assessment. For this method, evidence is obtained by direct observation of the student's performance.

Examples for direct assessment include:

- surprise quizzes, for example conduct small test on the fly

- Work performances, for example supervising the task given in the computer lab

- Demonstrations, for example demonstrating the use of a particular training tool in preparation for staff development

- Direct questioning, where the assessor would ask the student from the syllabus taught in the class room or lab

- Paper-based tests, such as multiple choice or short answer questions form taught material

Indirect assessment is the method used where the performance could not be watched and evidence is gained indirectly.

Examples for indirect assessment of a captain include:

- Home Work, such as assignments are given to be completed from home

- Final project, at the end of each module; a project is given to check the progress of the trainee

In some cases, it may not even be guaranteed that the work products were produced by the person being assessed. Therefore, assessor must take necessary steps to stop such happening.

Module wise assessment methods

This course contains eight modules. Suggestions for assessment of these modules are given below.

- **Assessment of Module 1: Duties and rights at the workplace**

Learner may be asked to;

- ➢ Explain the Conflict of Interest
- ➢ Define relation between objectives and tasks

- **Assessment of Module 2: Computer Skills**

    Learner may be asked to;

- ➢ List down some Peripheral devices
- ➢ Describe Event Viewer.
- ➢ Define driver software for Audio.
- ➢ Explain how port works.
- ➢ Write command to run registry editor.

- **Assessment of Module 3: Databases**

    Learner may be asked to;

- ➢ Explain Query.
- ➢ Explain the different relationships between fields.

- **Assessment of Module 4: Business Functional Process Area (Accounts-Bookkeeping)**

    Learner may be asked to;

- Explain Owner equity.
- Make a balanced "Trial Balance"
- Provide example of standard deviation using formula

- **Assessment of Module 5: Business Functional Process Area (Inventory Control-Store keeping)**

  Learner may be asked to;
  - Generate reports for missing items.
  - Draw form for automobiles parts entries.
  - Explain number data type.

- **Assessment of Module 6: Business Functional Process Area (Human Resource Management)**

  Learner may be asked to;
  - Explain fringe benefits.
  - Design database for employee training credentials.
  - Describe measures for performance assessment.

- **Assessment of Module 7: Business Functional Process Area (Administration)**

  Learner may be asked to;
  - Explain Receive and issuance system.
  - Develop Organizational chart.

> ➢ Compose email for an event management to chairman.

- **Assessment of Module 8: Project**

    Learner may be asked to;
    - ➢ Explain gape analysis findings.
    - ➢ Develop presentation on project success.

Principles of assessment

All assessments should be valid, reliable, fair and flexible:

Fairness means that there should be no advantages or disadvantages for any assessed person. For example, it should not happen that one student gets prior information about the type of work performance that will be assessed, while another candidate does not get any prior information.

Validity means that a valid assessment assesses what it claims to assess.

Flexibility means that the assessor has to be flexible concerning the assessment approach. For example, if there is a power failure during the assessment, the assessor should modify the arrangements to accommodate the students' needs.

Assessment strategy for the Computer Business Management

This curriculum consists of eight modules:

- Module 1: Duties and rights at the workplace

- Module 2: Computer Skills

- Module 3: Databases

- Module 4: Business Functional Process Area (Accounts-Bookkeeping)

- Module 5: Business Functional Process Area (Inventory Control-Store keeping)

- Module 5: Business Functional Process Area (Human Resource Management)

- Module 7: Business Functional Process Area (Administration)

- Module 8: Project

Sessional assessment

The sessional assessment for all modules shall be in two parts: theoretical assessment and practical assessment. The sessional marks shall contribute to the final qualification.

Theoretical assessment for all learning modules must consist of a written paper lasting at least one hour per module. This can be a combination of multiple choice and short answer questions.

For practical assessment, all procedures and methods for the modules must be assessed on a sessional basis. Guidance is provided below under Planning for assessment.

Final assessment

Final assessment shall be in two parts: theoretical assessment and practical assessment. The final assessment marks shall contribute to the final qualification.

The final theoretical assessment shall consist of one 3-hour paper. The paper shall include at least two extended answer questions. The remainder shall consist of half multiple choice and half short-answer questions.

For the final practical assessment, each student shall be assessed over a period of two days, with two 3-hour sessions on each day. This represents a total of four sessions totalling 12 hours of practical assessment for each student. During this period, each student must be assessed using either subjective paper or practical lab assignment, depending on his or her circumstances.

Planning for assessment

Sessional assessment: assessors need to plan in advance how they will conduct sessional assessments for each module. The tables on the following pages are for assessors to use to insert how many hours of theoretical and practical assessment will be conducted and what the scheduled dates are.

Final assessment: Training providers need to decide ways to combine modules and practical assignments into a cohesive two-day final assessment programme. This should include a meeting with the assessors to discuss a standardised methodology for awarding marks.

Planning aid for sessional assessments

Module 1: Duties and rights at the workplace			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Ethics and Professional Conduct			
LU2: Planning of Business-process activities			
LU3: Awareness to Rights			

Module 2: Computer Skills			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Configure Graphical User Interface enabled System Software (Operating System)			

LU2: Configure Peripheral Devices			
LU3: Business Writing			

Module 3: **Databases**			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Record Keeping			
LU2: Data Relationships			

Module 4: **Business Functional Process Area (Accounts-Bookkeeping)**			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Familiarity with fundamental core concepts of Bookkeeping process and accounting terminologies			
LU2: Introduction to Accounts Reporting			
LU3: Spread Sheet Computation			

Module 5: Business Functional Process Area (Inventory Control-Store keeping)			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Basic terminologies of store keeping			
LU2: Stock entries			
LU3: Data Management			
Module 6: Business Functional Process Area (Human Resource Management)			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Familiarity with HRM			
LU2: HRM Record Keeping			

Module 7: Business Functional Process Area (Administration)			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1: Administrative Skills			
LU2: Presentation Preparation			
Module 8: Project			
Learning Units	**Recommended formative assessment**	**Recommended Methodology**	**Scheduled Dates**
LU1:			

6. Tools and equipment

Documents, policies and guidelines

(Anticipated Class size: 20 trainees/students, it may vary)

20 copies per class	Text book(s) for this course
20 copies per class	Reference book(s) for this course
20 copies per class	Syllabus for this course
1 class set	Bio-Sketch of Trainer
5 copies per class	Directories of Business companies (Yellow Pages)
1 completed class copy as example 20 blank copies	Examples of business plans
1 completed class copy as example 20 blank copies	Examples of Technical plans
1 class set	Copies of job advertisements extracts
1 class set	Information on sources of Knowledge Management
1 completed class copy as example 20 blank copies	Business planner templates
1 completed class copy as example 20 blank copies	Start-up-time estimator

Contact details for colleagues, supervisor	

Tools and Equipment

(Class size: 20 trainees/students)

1 set	Fire equipment, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs
1 set	Computers, Scanner, Printer, Multimedia Projector, Microphone, Speakers, Reliable Public Internet Connectivity
1 set	Software • Microsoft® Office (any version)- Enterprise Edition • Microsoft® Windows 7 or above

7. List of consumables

Notebooks,

CDs Rewriteable,

Photocopy Papers

Ball pens, Pencils, Erasers, Sharpeners,

Board Markers,

Plastic files,

Paper markers

Flip chart papers

Pin board pins

Whiteboards,

Whiteboard Erasers,

Paper knifes,

Glue sticks

Paper clips

Scissors

Punching machines

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