



Trainer Guide

FIELD ENGINEER – RACW

LN ELE CE L4 ENG TG VER 2.01

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Foreword

LabourNet is a social enterprise that creates sustainable benefits for workers in the informal sector, by taking an end to end solution focused on plugging gaps in the ecosystem to the market, to address all the challenges faced by the workers in the unorganized sector This course is created to impart the skills necessary for working as **Field Engineer – RACW in Electronics Sector.**

This course is designed for the training model known as work integrated learning. Trainee will be imparted with knowledge through lecture in the industry premises for fixed duration every day. The trainer will be providing guidance for limited duration as and when required to ensure the trainee is acquiring the required skills to function as a **Field Engineer – RACW.**

The advantage of this model is that the trainee will be learning in the working environment and not many new facilities are required for training delivery, except sparing of the machinery and consumables for on-the job training under the guidance of the trainer.

This course is aligned to the QP developed for the occupation of Field Engineer – RACW (Reference ID: ELE/Q3105) under Electronics sector for the sub sectors Consumer Electronics.

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Course Details

Course Name

FIELD ENGINEER – RACW

Course Code

LN ELE CE L4 ENG TG VER 2.01

This course is designed for imparting the knowledge and basic skills to take up job of **FIELD ENGINEER – RACW in Electronics sector**. Upon successful completion of this course the candidate will be able to install and service air-conditioners, washing machines and refrigerator. Furthermore the trainees will be able to interact with colleagues and superiors and deliver quality customer service.

This course is designed to provide the necessary knowledge and skill inputs for a FIELD ENGINEER – RACW to work in an organized and disciplined manner by following safe and good working practices, effective communication, documentation and work ethics. Knowledge inputs are provided through participative lectures and other training methodologies like group discussion, role play and other activities to ensure effective learning. The methodology followed to impart the skill in telecom industry is the on job training under guidance of trainers. Formative assessment is carried out by the trainer as per the schedule in the assessment guide and summative assessment is carried out by external assessor. In summary the courseware consists of the following as per the NSDC quality guidelines.

- Trainers Guide
- Participants Guide
- Assessment Guide
- Training Delivery Plan
- Training Aids

Further Learning Opportunities:

Upon successful completion of this course the candidate will be eligible for attending advanced courses on Consumer Electronics.

Key Competencies

Upon successful completion, the Learners will be able to:

- Understand the overview of electronics and generic skills
- Engage with Customer
- Install Newly Purchased Refrigerator
- Attend to Service Complaints - Refrigerator
- Install Newly Purchased Air Conditioner
- Attend to Service Complaints - Air Conditioner
- Install Newly Purchased Washing Machine
- Attend to Service Complaints - Washing Machine
- Interact with Colleagues

Course Duration					
No. of Days	28 days				
No. of Hours Per day	8 (max)	Total No. Hours (GLH)	222	Theory	27
				Practical	133
				On-the-job training	62
		Total No. Hours (Assessment)	4	Theory	*
				Practical	*

*Refer Assessment Guide for actual hours. Maximum 2 hours allotted for Formative Assessment and 2 hours for Summative Assessment.

Eligibility Criteria	
Age	18 years
NVEQF/NVQF level	5
Minimum Educational Qualifications	8 th Standard passed
Maximum Educational Qualifications	ITI/Diploma (Electrical/Mechanical/RAC)
Experience	Minimum 2 years as field technician for 8th/9 th passed

2. Module wise duration

Module Wise Duration				
Sl.No	Module Name	Guided Learning Hours (GLH)		
		Theory (Hrs)	Practical (Hrs)	OJT
1	Introduction to Electronics & Generic Skills and Professional Skills	6	18	-
2	Engage with Customer	3	7	1
3	Install Newly Purchased Refrigerator	2	12	10
4	Attend to Service Complaints - Refrigerator	4	21	10
5	Install Newly Purchased Air Conditioner	1	13	10
6	Attend to Service Complaints - Air Conditioner	2	23	10
7	Install Newly Purchased Washing Machine	2	12	10
8	Attend to Service Complaints - Washing Machine	2	23	10
9	Interact with Colleagues	4	4	1
	Total	27	133	62
	Total GLH	222 Hrs		
	Total Duration	222 Hrs		

*Refer Assessment Guide for actual hours. Maximum 2 hours allotted for Formative Assessment and 2 hours for Summative Assessment.

The trainer should prepare a plan for the OJT after discussing with the training coordinator/ supervisor. In general the OJT should follow the sequence of modules provided above.

Suggested exercises as part of OJT are provided at the end. The trainer can suitably modify them to suit the tools, machines and other equipment available in the company, where the training is being imparted.

3. Training Centre Requirements

Teaching Materials	LabourNet provides the following material to the Centres
	<ul style="list-style-type: none"> • Syllabus-Curriculum • Power point presentation • Trainers Guide • Participant Guide • Assessment Guide

Trainers Qualification	Graduate or Diploma holder in Beautician course with 2/4 years of experience in Beauty industry
Evaluation team	Separate team associated with LabourNet with qualified and experienced personnel.

Instruction to faculty-

The faculty should follow all the Guides for training/ work/demonstrations/practical/on the job training.

4. General Instructions for Trainers

Pre training:

- Trainer is provided with the training content for reference. For e.g. the topics you have to train in this programme.
- Before leaving for the training site Trainer should make sure that the trainees have been informed about the training.
- Trainers should make sure they have route map to reach the training site without any difficulties.
- By any chance if Trainer is getting delayed make sure that he/she should inform the site supervisor that you are getting delayed.
- As soon as the Trainer reaches the training site he/she should meet training coordinator/supervisor (to make sure of the training facilities are available- onsite, offsite).
- Please make sure you have all the required training tools and materials for conducting the training Unit (learning cards, sketch pens, raw materials etc.).
- Check your training equipments such as laptop, projector and camera, relevant tools (depending on the training site).
- Reach 15 minutes before to arrange for the training Unit

During the training

- Start the Unit with an icebreaker to settle the participants for the Unit.
 - Welcome and Recap the previous days learning s and clarify the doubts if any.
 - Mark attendance for the trainees at the beginning and the end of the training
 - Follow the Unit plan strictly.
 - Encourage the trainees to ask questions, explore ideas etc.
- Close the Unit with positive strokes

Specific instructions for Trainers - Course

- Use case stories (live examples) pertaining to the respective course training.
- Stop and check in between the Units whether the learners are learning!!
- Ask the participants to draw a simple action plan with respect to the course to implement the learning's from the days training programme.
- Use current version of the curriculum/training package linked from the Course training manual of **LabourNet course page**.
- Ensure the delivery and assessment strategies are consistent with those outlined in the Course **Training and Assessment Strategy**
- Discover how to Anchor positive states to gestures, words and pictures pertaining to Course trade during the onsite training.
- Appropriate paper based document repository with respect to course should be used.

- Assess group and individual needs verbally (actively listening) and/or in writing.
- Establish trustworthiness with the group.
- Establish ground rules and/or reiterate them as needed, modelling and promoting protection of confidentiality, demonstrating consideration for other's feelings, and acknowledging occasions when trainees may have unintentionally broken a ground rule or offended someone.
- Acknowledge in advance possible feelings or differences of opinion that a Unit may generate.
- Trainers should get away from unclear thinking and unclear structure before they start the presentation.
- Trainers must communicate effectively with any audience, energy, voice and body to enhance presence, reputation and power.
- Become less dependent upon content and script, freeing up your creativity and passion!

Post training:

- Share/Report the observations found in the training site with the concerned person (coordinator/supervisor)
- Record on-going formative assessment results

5. Session Plan for each Module

Module 1- Introduction to Electronics & Generic Skills

Module Overview

This module covers an overview on electronics and electricity, roles and responsibilities of a field engineer RACW, use of various PPE used at workplace, cause of electrical hazardous, communication, time management and basic operations on computer.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Describe working of conductor and insulator.
- Explain about electronic components.
- Differentiate about AC & DC.
- Describe electrical circuits - series and parallel connections
- Describe roles and responsibilities of a field engineer RACW
- Describe cause of electrical hazardous.
- Explain the use of various PPE used at workplace.
- Describe the causes that could lead to fire and explosions.
- Explain the importance of first aid.
- Communicate effectively with others
- Manage time and complete work on time
- Take certain decisions in absence of supervisor
- Explain about basic operations on computer

Underpinning Knowledge/ Theory/ Principle

- No prior knowledge is required

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
1.	Introduction to Electronics	Interactive lecture, demonstration	8	PPT, stationery items
2.	Hazard, Safety & Health	Interactive lecture, demonstration	8	PPT, PPE

3.	Generic Skills	Interactive lecture, Role play	8	PPT, stationery items, , paper, pen, objects, dialogue paper
TOTAL			24	

Session Plan 1- Introduction to Electronics

Session Objectives

At the end of the session, the trainee will be able to:

- Basic knowledge on electronics and electricity

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
1.1	Introduction to Electronics		
TOTAL		8	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1

Objective: To introduce the course outline/overview to the participant, to make participant comfortable and to encourage them to undertake the complete course.

Methodology:

Icebreaker Activity: Give your introduction.

Ask all participants to introduce the person sitting next to him/her. Which should include the following: Name, Place, Hobbies?

Outcome: Trainee will be comfortable and will be motivated to attend training.

Activity 2:

Objective: To impart the knowledge on overview on the industry

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able gain knowledge on the overview of electronics

Debrief:

The trainer will recap by summarizing the entire module in brief.

Session Plan 2 - Hazard, Safety & Health

Session Objectives

At the end of the session, the trainee will be able to:

- Describe cause of electrical hazardous.
- Explain the use of various PPE used at workplace.
- Describe the causes that could lead to fire and explosions.
- Explain the importance of first aid.

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
2.1	Electrical Hazards		
2.2	Warning of Potential Hazards		
2.3	Personal Protective Equipment		
2.4	First Aid	2	6
2.5	Fire Extinguisher		
TOTAL		8	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given

- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on hazard, health and safety

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge hazard, health and safety.

Activity 2:

Objective: To impart the knowledge on hazard, health and safety

Methodology: Demonstration and practice.

Instruction to the trainer: The trainer can train the students on the following. Also they should be allowed to practice the same under the supervision of the trainer.

- Demonstrate the use of various PPE used at workplace.
- Describe the causes that could lead to fire and explosions.
- Explain the importance of first aid.

Materials Required: PPE, first aid kit.

Outcome: The trainees will be able to gain practical knowledge hazard, health and safety.

Debrief:

The trainer will recap by summarizing the entire module in brief.

Assessment

1. List the PPE's used pertaining to the job role.
2. What is the use of a fire extinguisher?

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Session Plan 3 - Generic Skills

Session Objectives

At the end of the session, the trainee will be able to:

- Communicate effectively with others
- Manage time and complete work on time
- Take certain decisions in absence of supervisor
- Explain about basic operations on computer

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
3.1	Introduction	4	4
3.2	What is communication?		
3.3	Verbal Communication		
3.4	Non Verbal Communication		
3.5	Professional Appearance		
3.6	Workplace Ethics		
3.7	Policies and Procedures		
3.8	Introduction to Engineering Work Place Skills		
3.9	Importance of Quality Management and Environment Management		
3.10	Software Applications		
TOTAL		8	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on generic skills.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on generic skills.

Activity 2:

Objective: To make the trainees understand the importance of communication skills

Methodology: Situational response

1. In a small group setting you present a scenario or encourage others to present the setting/scenario that will be the beginning of the story. For example: You are on a boat in the South India. It is a beautiful day and.....
2. Then you encourage each participant to take turns in completing the story. Each one contributes to the story line.

Materials Required: A room without distractions

Outcomes: The trainees will be able to know how they communicate, their level of communication, their level of creativity and how they present themselves in the presence of others.

Activity 3:

Objective: To identify the names of other persons in a group through associating the person first name with a word that also begins with the same letter as the first name

Methodology: Game Play**Game 1**

1. Let the participants sit in a circle
2. Let each person think of a word that might say something about their letter as their first name
3. Personality or something that they like to do - this word has to begin with the same

To begin, the first person might say my name is Ram and I like to exercise

4. Then the next person introduces themselves in a similar manner and then reintroduces all previously introduced people in the same manner until everyone has been introduced

Example:

Person 1 - My name is Ram and I like to exercise

Person 2 - My name is Ramesh and I like horses, this is Sheela and she likes to exercise

Person 3 - My name is Sunil and I like to jump, this is Rohini and she likes horses, and this is

Ram and he likes to exercise

Materials Required: Room/outdoor space supplies required none

Outcomes: The trainees will not only be able to know the names of the other trainees but also improve their memory level and communication skills as well.

Game 2: Mine Field

Objective: To make the trainees

Methodology: Game Play

- You must have partners for this game, out of which one is blindfolded.
- There are a few objects that are scattered indoors and outdoors.
- The blindfolded partner is supposed to find these objects and the one who can see, is supposed to verbally guide him/her towards them.

Materials Required: Objects

Outcomes: The trainee will develop the trainees listening ability as well as the communication skills.

Activity 4:

Objective: To make the trainees understand the importance of non – verbal communication

Methodology: Role Play

First, student B replies silently to half of the dialogue read by student B, then A replies to the other half of the dialogue. Both students become familiar with the dialogue then act out the whole dialogue using expressions, gestures and posture. Give plenty of time for thought and rehearsal, remind students to stand up to practice posture and whole body language.

The dialogue is as follows.

A: Excuse me. Can you take a picture of me?

B: Yeah, sure.

A: Just press that button.

B: Er, which one?

A: The one on the top.

B: OK, right. Er... can you move back a bit. A Is this OK?

B Fine, now smile. That's it. Very nice.

A: Thanks.

B: Not at all. You've got a lovely smile. Er... fancy a drink?

A: OK, but I've got no money on me.

B: That's OK. I'll pay.

Materials Required: PG, PPT, Dialogue paper

Outcomes: The trainees will be able to understand what non -verbal communication is all about and will also be able to work on expressions, gestures and postures.

Activity 5:

Objective: To enhance the written communication of trainees and make them understand its importance.

Methodology: Writing Practice

Materials Required: Paper, Pen

Instruction to the Trainees: Instruct the trainees to write a letter to the bank requesting for a loan

Outcomes: The trainees will be able to understand the importance of written communication.

Activity 6:

Objective: To enhance reading and comprehension skills.

Methodology: Reading and Writing Practice

Materials Required: Paper, Pen

Instruction to the Trainer: The trainer can handover the below Paragraph in the form of printout to the students and instruct them to read and record their understanding.

Outcomes: The trainees will be able to enhance their reading and comprehension skills.

Vocational Training (VT) is at the intersection of economic recovery, education and rehabilitation and reintegration. It is uniquely positioned to meet the demands of youth and broader goals of economic reconstruction in post-conflict areas. VT can be a key component of development, a method for upgrading the work force and a factor in the holistic development of youth. Effective VT can provide skills for both agricultural and non-agricultural livelihoods, and sustainable employment and self-employment opportunities.



Youth consistently expect that participation in VT will increase their capacity to find employment or self-employment opportunities and achieve greater self-reliance. However, field research in northern Uganda conducted by a team from the School of International and Public Affairs at Columbia University, in partnership with the Women's Refugee Commission, demonstrated that VT programs often have a variety of objectives, ranging from training youth to a master level of skill competency to psychosocial rehabilitation and protection. Programs differ in length and comprehensiveness of training, the complementary skill courses offered, funding sources and the populations they target. The disconnect between participant expectations and program objectives, compounded by differing levels of comprehensiveness, frequently leads to disappointment and frustration on the part of youth participants.

Activity 7:

Objective: To enhance the writing skills.

Methodology: Writing Practice

Materials Required: Paper, Pen

Instruction to the Trainer: The trainer can instruct the trainees to write request Letter to your client (in the space provided below), requesting them to release the Payment that is due after the delivery of consignment from your side.

Outcomes: The trainees will be able to enhance their writing skills.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 2- Engage with Customer

Module Overview

This module covers an overview on electronics and electricity, roles and responsibilities of a field engineer RACW, use of various PPE used at workplace, cause of electrical hazardous, communication, time management and basic operations on computer.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Engage with customer to understand customer complaint and requirements
- Interact with supervisor or superior to achieve targets
- Interact with the customer prior to visit
- Interact with customer at their premises
- Suggest possible solutions to customer
- Achieve productivity and quality as per company's norms

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
4.	Customer Service	Interactive lecture	11	PPT, customer complaint sheet and stationery items
TOTAL			11	

Session Plan 4 - Customer Service

Session Objectives

At the end of the session, the trainee will be able to:

- Engage with customer to understand customer complaint and requirements
- Interact with supervisor or superior to achieve targets
- Interact with the customer prior to visit
- Interact with customer at their premises
- Suggest possible solutions to customer
- Achieve productivity and quality as per company's norms

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
4.1	Customer Service	3	8
TOTAL		11	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity

- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on customer service.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on customer service.

Activity 2:

Objective: To impart practical knowledge on customer service.

Methodology: Demonstration

Instruction to the trainer: The trainer can train the students on the following. Also they should be allowed to practice the same under the supervision of the trainer.

- Engage with customer to understand customer complaint and requirements
- Interact with supervisor or superior to achieve targets
- Interact with the customer prior to visit
- Interact with customer at their premises
- Suggest possible solutions to customer
- Achieve productivity and quality as per company's norms

Materials Required: Stationery items, customer complaint sheet.

Outcome: The trainees will be able to gain knowledge on customer service

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 3- Install Newly Purchased Refrigerator

Module Overview

This module covers an overview on electronics and electricity, roles and responsibilities of a field engineer RACW, use of various PPE used at workplace, cause of electrical hazardous, communication, time management and basic operations on computer.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Explain principle of refrigeration
- Explain about how refrigerant works
- Explain about refrigeration cycle
- Describe various types of refrigerator
- Explain BEE star rating
- Describe electrical parts of frost free refrigerator
- Describe working of frost free refrigerator
- Describe about the tools used by a refrigerator technician
- Explain about the safety measures while using the tools
- Explain how to install a refrigerator
- Identify the basic tools required for installing the refrigerator
- Carryout installation of refrigerator by using required tools
- Discuss how to educate customer on the usage of refrigerator
- Discuss how to take customer feedback

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
5.	Introduction to Refrigerator	Interactive lecture and demonstration	7	PPT, stationery items
6.	Installation of Refrigerator	Interactive lecture and demonstration and practice	7	Packed refrigerator, sample customer order sheet, supporting accessories of the refrigerator, installing tools and

			fitments, plug point, stand, electrical tester, spirit level, noise tester, oscilloscope, multimeter, clamp meter, thermometer, leak detector and vacuum pump
TOTAL		14	

Session Plan 5 - Introduction to Refrigerator

Session Objectives

At the end of the session, the trainee will be able to:

- Explain principle of refrigeration
- Explain about how refrigerant works
- Explain about refrigeration cycle
- Describe various types of refrigerator
- Explain BEE star rating
- Describe electrical parts of frost free refrigerator
- Describe working of frost free refrigerator

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
5.1	Introduction to Refrigeration	1	6
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way

- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on overview of refrigerator.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on overview of refrigerator.

Activity 2:

Objective: To impart practical knowledge on overview of refrigerator.

Methodology: Demonstration

Materials Required: Refrigerator, PPE, tools and PPT.

Outcome: The trainees will be able to gain knowledge on overview of refrigerator.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Session Plan 6 - Installation of Refrigerator

Session Objectives

At the end of the session, the trainee will be able to:

- Describe about the tools used by a refrigerator technician
- Explain about the safety measures while using the tools
- Identify the basic tools required for installing the refrigerator
- Explain how to install a refrigerator
- Carryout installation of refrigerator by using required tools
- Discuss how to educate customer on the usage of refrigerator

- Discuss how to take customer feedback

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
6.1	Tools required by a Field Engineer RACW		
6.2	Soldering & Brazing		
6.3	Installation of refrigerator		
6.4	Cleaning of Refrigerator	1	6
6.5	Customer Feedback and Signature		
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge installation of refrigerator.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on installation of refrigerator.

Activity 2:

Objective: To impart the knowledge installation of refrigerator.

Methodology: Demonstration and practice

Instruction to the trainer: The trainer can train the students on the following. Also they should be allowed to practice the same under the supervision of the trainer.

- Describe electrical parts of frost free refrigerator
- Demonstrate working of frost free refrigerator
- Demonstrate about the tools used by a refrigerator technician
- Explain about the safety measures while using the tools
- Demonstrate how to install a refrigerator
- Identify the basic tools required for installing the refrigerator
- Carryout installation of refrigerator by using required tools
- Discuss how to educate customer on the usage of refrigerator

Discuss how to take customer feedback

Materials Required: Packed refrigerator, sample customer order sheet, supporting accessories of the refrigerator, installing tools and fitments, plug point, stand, electrical tester, spirit level, noise tester, oscilloscope, multimeter, clamp meter, thermometer, leak detector and vacuum pump.

Outcome: The trainees will be able to gain knowledge on installation of refrigerator

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 4 - Attend to Service Complaints - Refrigerator

Module Overview

This module covers topics pertaining to the attending service complaints of refrigerator.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Explain about the tools used for servicing of refrigerator
- Identify the tools required for repairing the refrigerator
- Describe functioning of safety features of the components and other accessories of refrigerator
- Explain about the problems occur in refrigerator

- Demonstrate checking continuity in a component of refrigerator
- Demonstrate checking water inlet valve
- Demonstrate checking and replacing of relay, thermostat and PCB
- Demonstrate checking of compressor (motor) and overload protector
- Demonstrate checking of refrigerant leak
- Discuss to educate customer on maintenance of refrigerator to reduce further servicing.

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer
- Install Newly Purchased Refrigerator

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
7.	Servicing of Refrigerator	Interactive lecture, demonstration and practice	25	Multimeter Refrigerator, PPE and Tools
TOTAL			25	

Session Plan 7 - Servicing of Refrigerator

Session Objectives

At the end of the session, the trainee will be able to:

- Explain about the tools used for servicing of refrigerator
- Identify the tools required for repairing the refrigerator
- Describe functioning of safety features of the components and other accessories of refrigerator
- Explain about the problems occur in refrigerator
- Demonstrate checking continuity in a component of refrigerator
- Demonstrate checking water inlet valve
- Demonstrate checking and replacing of relay, thermostat and PCB
- Demonstrate checking of compressor (motor) and overload protector
- Demonstrate checking of refrigerant leak
- Discuss to educate customer on maintenance of refrigerator to reduce further servicing.

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
7.1	Servicing of Refrigerator	4	21
TOTAL		25	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on servicing refrigerators.

Methodology: Interactive Lecture

Materials Required: Refrigerator, PPE, tools and PPT.

Outcome: The trainees will be able to describe the telecom sector and to discuss the job roles pertaining to the sector.

Activity 2:

Objective: To impart practical knowledge on servicing refrigerators.

Methodology: Demonstration and practice

Instruction to the trainer: The trainer can demonstrate the following to the students. They should also be allowed to practice the same under the supervision of the trainer.

- Demonstrate about the tools used for servicing of refrigerator
- Identify the tools required for repairing the refrigerator
- Demonstrate functioning of safety features of the components and other accessories of refrigerator

- Explain about the problems occur in refrigerator
- Demonstrate checking continuity in a component of refrigerator
- Demonstrate checking water inlet valve
- Demonstrate checking and replacing of relay, thermostat and PCB
- Demonstrate checking of compressor (motor) and overload protector
- Demonstrate checking of refrigerant leak

Discuss to educate customer on maintenance of refrigerator to reduce further servicing.

Materials Required: Multimeter, tools refrigerator, PPE, tools and PPT.

Outcome: The trainees will be able to gain practical knowledge on servicing refrigerators.

Debrief:

The trainer will recap by summarizing the entire module in brief.

Assessment

1. What is the use of a multimeter?
2. What is the ideal freezer temperature?

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 5 - Install Newly Purchased Air conditioner

Module Overview

This module covers topics pertaining to introduction and installation of air-conditioner.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Explain principle of Air conditioner
- Explain about how refrigerant works
- Explain about Air conditioning system
- Describe various types of Air conditioner
- Explain BEE star rating

- Describe mechanical parts of air conditioner
- Describe working of window and split ac
- Describe about the tools used by an AC technician
- Identify the tools required for installing the AC
- Demonstrate the usage of tools for installing the AC
- Carry out soldering and brazing process
- Explain about the safety measures while using the tools
- Explain the installation of window and split air conditioner
- Demonstrate the installation of window and split air conditioner
- Carryout installation of AC by using required tools
- Discuss how to educate customer on the usage of ac
- Discuss how to take customer feedback

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer
- Install Newly Purchased Refrigerator
- Attend Service complaints - Refrigerator

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
8.	Introduction to Air Conditioner	Interactive lecture and demonstration	7	PPT, stationery items, air-conditioner, PPE and tools
9.	Installation of Air Conditioner	Interactive lecture, demonstration and practice	7	AC installing tools soldering set brazing set, PPE, packed air-conditioner, customer order sheet and supporting accessories
TOTAL			14	

Session Plan 8 - Introduction to Air Conditioner

Session Objectives

At the end of the session, the trainee will be able to:

- Explain principle of Air conditioner

- Explain about how refrigerant works
- Explain about Air conditioning system
- Describe various types of Air conditioner
- Explain BEE star rating
- Describe mechanical parts of air conditioner
- Describe working of window and split ac

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
8.1	Air Conditioning Systems	1	6
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on overview of air-conditioning system.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on overview of air-conditioning system.

Activity 2:

Objective: To impart practical knowledge on overview of air-conditioning system.

Methodology: Demonstration

Materials Required: Air-conditioner, PPE and tools.

Outcome: The trainees will be able to gain practical knowledge on an overview of air-conditioning system.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Session Plan 9 - Installation of Air Conditioner**Session Objectives**

At the end of the session, the trainee will be able to:

- Describe about the tools used by an AC technician
- Identify the tools required for installing the AC
- Demonstrate the usage of tools for installing the AC
- Carry out soldering and brazing process
- Explain about the safety measures while using the tools
- Explain the installation of window and split air conditioner
- Demonstrate the installation of window and split air conditioner
- Carryout installation of AC by using required tools
- Discuss how to educate customer on the usage of ac
- Discuss how to take customer feedback

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
9.1	Safety Measures to Be Followed		
9.2	Installation of Window Air Conditioner	1	6

9.3	Installation of Split Air Conditioner		
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on installation of air-conditioner.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on installation of air-conditioner.

Activity 2:

Objective: To impart practical knowledge on installation of air-conditioner.

Methodology: Demonstration and practice

Materials Required: AC installing tools, soldering set, brazing set, PPE, packed air-conditioner, customer order sheet and supporting accessories.

Instruction to the trainer: The trainer can train the students on the following. Also they should be allowed to practice the same under the supervision of the trainer.

- Describe mechanical parts of air conditioner
- Demonstrate working of window and split ac
- Describe about the tools used by an AC technician
- Identify the tools required for installing the AC

- Demonstrate the usage of tools for installing the AC
- Carry out soldering and brazing process
- Explain about the safety measures while using the tools
- Explain the installation of window and split air conditioner
- Demonstrate the installation of window and split air conditioner
- Carryout installation of AC by using required tools
- Discuss how to educate customer on the usage of ac
- Discuss how to take customer feedback

Outcome: The trainees will be able to gain knowledge on installation of air-conditioner.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 6 - Attend to Service Complaints - Air Conditioner

Module Overview

This module covers topics pertaining to the attending service complaints of Air Conditioner.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Explain about the tools used for servicing of air conditioner
- Identify the tools required for repairing the air conditioner
- Describe functions of the components of air conditioner
- Explain about the problems occur in air conditioner
- Demonstrate checking continuity in a component of AC
- Demonstrate checking and replacing of thermostat and PCB
- Demonstrate checking of refrigerant leak and charging the system
- Discuss to educate customer on maintenance of refrigerator to reduce further servicing

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer
- Install Newly Purchased Refrigerator
- Attend Service complaints – Refrigerator
- Install Newly Purchased air-conditioner

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
10.	Servicing of Air Conditioner	Interactive lecture, demonstration and practice	25	Multi-meter Air-conditioner, PPE fuse, brush, vacuum pump and refrigerant cylinder
TOTAL			25	

Session Plan 10 - Servicing of Air Conditioner**Session Objectives**

At the end of the session, the trainee will be able to:

- Explain about the tools used for servicing of air conditioner
- Identify the tools required for repairing the air conditioner
- Describe functions of the components of air conditioner
- Explain about the problems occur in air conditioner
- Demonstrate checking continuity in a component of AC
- Demonstrate checking and replacing of thermostat and PCB
- Demonstrate checking of refrigerant leak and charging the system
- Discuss to educate customer on maintenance of refrigerator to reduce further servicing.

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
10.1	Troubleshooting Air Conditioners	2	23
TOTAL		25	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on servicing air-conditioners.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on servicing air-conditioners.

Activity 2:

Objective: To impart practical knowledge on servicing air-conditioners.

Methodology: Demonstration and practice

Instruction to the trainer: The trainer can demonstrate the following to the students. They should also be allowed to practice the same under the supervision of the trainer.

- Demonstrate about the tools used for servicing of air conditioner
- Describe functions of the components of air conditioner
- Demonstrate about the problems occur in air conditioner
- Demonstrate checking continuity in a component of AC
- Demonstrate checking and replacing of thermostat and PCB
- Demonstrate checking of refrigerant leak and charging the system
- Discuss to educate customer on maintenance of refrigerator to reduce further servicing.

Materials Required: Multi-meter, Air-conditioner, PPE, fuse, brush, vacuum pump and refrigerant cylinder.

Outcome: The trainees will be able to gain practical knowledge on servicing air-conditioners.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 7 - Install Newly Purchased Washing Machine

Module Overview

This module covers topics pertaining to installation of newly purchased washing machine.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Explain wash cycle
- Explain working principle of washing machine
- Describe various types of washing machine
- Identify the tools used by a washing machine technician
- Demonstrate the usage of tools for installing the washing machine
- Explain about the safety measures while using the tools
- Explain the installation of washing machine
- Carry out the installation of washing machine

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer
- Install Newly Purchased Refrigerator
- Attend Service complaints – Refrigerator
- Install Newly Purchased air-conditioner
- Attend Service complaints – Air conditioner

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
11.	Introduction to Washing Machine	Interactive lecture and demonstration	7	
12.	Installation of Washing Machine	Interactive lecture, demonstration and practice	7	Packed washing machine, sample customer order sheet, supporting accessories of the refrigerator and installing tools, checking tools, PPE and fitments
TOTAL			14	

Session Plan 11 - Introduction to Washing Machine**Session Objectives**

At the end of the session, the trainee will be able to:

- Explain wash cycle
- Explain working principle of washing machine
- Describe various types of washing machine

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
11.1	Introduction to Washing Machine		
11.2	Working Principle of a Washing Machine	1	6
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on introduction to washing machine.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on the overview of washing machine.

Activity 2:

Objective: To impart practical knowledge on working principle of a washing machine.

Methodology: Demonstration

Materials Required: Washing machine, PPE and tools.

Outcome: The trainees will be able to gain practical knowledge on working principle of a washing machine.

Debrief:

The trainer will recap by summarizing the entire module in brief.

Assessment

1. What is the other name for a washing machine?
2. What are the two directions in which the water pump circulates water?

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Session Plan 12 - Installation of Washing Machine

Session Objectives

At the end of the session, the trainee will be able to:

- Explain wash cycle
- Explain working principle of washing machine
- Describe various types of washing machine

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
12.1	Installation of Washing Machine	1	6
TOTAL		7	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on installation of washing machine.

Methodology: Demonstration

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on the installation of washing machine.

Activity 2:

Objective: To impart practical knowledge on installation of washing machine.

Methodology: Demonstration and practice

Instruction to the trainer: The trainer can train the students on the following. Also they should be allowed to practice the same under the supervision of the trainer.

- Removing packaging
- Placing the washing machine in the right place
- Identifying the tools used by a washing machine technician
- Demonstrating the usage of tools for installing the washing machine
- Demonstrating about the safety measures while using the tools
- Demonstrating the installation of washing machine
- Carrying out the installation of washing machine

Materials Required: Packed washing machine, sample customer order sheet, supporting accessories of the refrigerator and installing tools, checking tools, PPE and fitments.

Outcome: The trainees will be able to gain practical knowledge on the installation of washing machine.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 8 - Attend to Service Complaints – Washing Machine

Module Overview

This module covers topics pertaining to repairing and servicing of the washing machine.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Identify right fastener for the job and securely install all equipment and materials.
- Carry out repair and maintenance techniques of washing machine
- Identify the basic tools required for repairing the washing machine
- Describe functions of the components
- Describe the activities of servicing and repairing of washing machine.

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills
- Engage with the Customer
- Install Newly Purchased Refrigerator
- Attend Service complaints – Refrigerator
- Install Newly Purchased air-conditioner
- Attend Service complaints – Air Conditioner
- Install Newly Purchased Washing Machine

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
13.	Servicing of Washing Machine	Interactive lecture, demonstration and practice	25	PPT, stationery items, Multimeter, Washing machine, PPE, Fuse and Tools
TOTAL			25	

Session Plan 13 - Servicing of Washing Machine

Session Objectives

At the end of the session, the trainee will be able to:

- Explain wash cycle
- Explain working principle of washing machine
- Describe various types of washing machine

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
13.1	Troubleshooting Washing Machines	2	23
TOTAL		25	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on servicing washing machines.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to gain knowledge on servicing washing machines.

Activity 2:

Objective: To impart practical knowledge on servicing washing machines.

Methodology: Demonstration and practice

Instruction to the trainer: The trainer can demonstrate the following to the students. They should also be allowed to practice the same under the supervision of the trainer.

- Identify right fastener for the job and securely install all equipment and materials.
- Carry out repair and maintenance techniques of washing machine
- Identify the basic tools required for repairing the washing machine
- Describe functions of the components
- Describe the activities of servicing and repairing of washing machine.
- Carryout servicing of washing machine

Materials Required: Multimeter, Washing machine, PPE, Fuse and Tools.

Outcome: The trainees will be able to gain knowledge on servicing washing machines.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

Module 9 - Interact with Colleagues**Module Overview**

This module covers topics pertaining to repairing and servicing of the washing machine.

Module Objectives

At the end of the module, the participant will be able to perform the following:

- Identify importance of coordinating with superior or senior
- Describe importance of working in a team
- Prepare Plan and organize work to achieve targets and deadlines
- Carryout communication with supervisor and colleagues to achieve targets
- Describe feedback and its importance

Underpinning Knowledge/ Theory/ Principle

- Introduction to Electronics & Generic Skills

- Engage with the Customer
- Install Newly Purchased Refrigerator
- Attend Service complaints – Refrigerator
- Install Newly Purchased air-conditioner
- Attend Service complaints – Air Conditioner
- Install Newly Purchased Washing Machine
- Attend Service complaints – Washing Machine

Module Design

Session no.	Session Topics	Method	Duration (Hrs)	Training Aids, Tools and Equipment
14.	Customer Service	Interactive lecture and group discussion	8	PPT and Stationery items
TOTAL			8	

Session Plan 14 – Customer Service

Session Objectives

At the end of the session, the trainee will be able to:

- Identify importance of coordinating with superior or senior
- Describe importance of working in a team
- Prepare Plan and organize work to achieve targets and deadlines
- Carryout communication with supervisor and colleagues to achieve targets
- Describe feedback and its importance

Duration

S.no.	Sub - Topics	Duration (Hrs)	
		Theory	Practical
14.1	Interacting with Supervisor	4	4
14.2	Planning and Coordination		
TOTAL		8	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given

- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Activity 1:

Objective: To impart the knowledge on how to interact with colleagues.

Methodology: Interactive Lecture

Materials Required: PPT.

Outcome: The trainees will be able to understand the ways by which they can interact with their colleagues.

Activity 2:

Objective: To impart the knowledge on how to interact with colleagues.

Methodology: Group discussion

Instruction to the trainer: The trainer can conduct a group discussion on the following topics.

- Prepare Plan and organize work to achieve targets and deadlines
- Carryout communication with supervisor and colleagues to achieve targets

Materials Required: PPT.

Outcome: The trainees will be able to understand the ways by which they can interact with their colleagues, planning and organising work and achieving targets.

Debrief:

The trainer will recap by summarizing the entire module in brief.

NOTES

Use the blank space provided below to make important notes based on your understanding of the topics or anything which is important for you to remember.

PREVIEW