# WISE TRAVEL INDIA PVT LTD.
# BIHAR SKILL DEVELOPMENT MISSION – 2019-22
# TWO MONTHS PROGRAM

It's Objective, learning outcomes, Modules, assessments and material list

## CERTIFICATE PROGRAM in Tranport Executive

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| Submitted to **:-**<br>**LABOUR DEPARTMENT, BIHAR GOVERNMENT** | Submitted By: -<br>**Wise Travel India Pvt. Ltd. & GS Techno Innovations Pvt. Ltd (under consortium)** |
| | Session – 2019-2022 |

Certificate program in Travel Executive

- Course Id- TE,
- Candidate Eligibility : **12TH Passed**
- Course Duration: Two Months

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

**Name and address of submitting body:**

**Wise Travel India Pvt. Ltd.**

**Registered office: D-15/1, GF, Ardee City, Gurgaon , Haryana-122003**

**Name and contact details of individual dealing with the submission**

| | |
|---|---|
| **Name** | : Ram Prakash Sharma |
| **Position in the organization** | : Head-Skilling |
| **Tel number(s)** | :9818643534 |
| **Website** | : https://www.wticabs.com |

**BIHAR SKILL DEVELOPMENT MISSION**

E-mail address                          : ceogstechno@gmail.com

**List of documents submitted in support of the Qualifications File**

1. Curriculum Document

## SUMMARY

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|---|---|
| **Qualification Title** | **Certificate in** Travel Executive |
| **Qualification Code** | N.A. |

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| **Nature and purpose of the qualification** | **Nature**<br><br>**2 months Certificate Course in Transport Executive**<br><br>**Purpose**<br><br>This Programme is aimed at training candidates for the job of "**Transport Executive**", in the "Tourism and Hospitality Sector and sub sector -Tours and Travel" Sector/Industry. |
| **Body/bodies which will award the qualification** | Wise Travel India Pvt. Ltd. & GS Techno Innovations Pvt. Ltd (under consortium) |
| **Occupation(s) to which the qualification gives** | Tours and Travel |
| **Entry requirements and / or** | 12th PASSED |

1.  **OBJECTIVE OF THE COURSE: -**

    This Programme is aimed at training candidates for the job of "**Transport Executive** ", in the "Tourism and Hospitality Sector and sub sector -Tours and Travel" Sector/Industry and by the end of the program aims at building the following key competencies amongst the learner:
    Chauffuer Management,  Coordination-Pick Up and Drop, Employee Coordination, Technology -Car rental and GPS tracking, MIS and Billing, Inter Personal Skills  and Vendor Management, Help maintain healthy and safety, Create a positive image of self & organisation in the customers mind, Resolve customer concerns, Promote continuous improvement in service, Work effectively in an organization.

2.  **LEARNING OUTCOMES :-**

**After completing this programme, participants will be able gain knowledge and experience of the following modules:-**

**Chauffeur Management**
- Interview and shortlist the Chauffeurs
- Ensure Vehicle and chauffeur compliance and documentation
- Seeking chauffeurs feedback, counsel him and suggesting corrective actions

**Vendor Management:**

- Procurement and Induction of the transportation vendor to Gathering resources
- Meeting the Vendors for feedback and understand their issues, if any

**Employee Coordination:-**
- Induction-Welcoming the New employee
- Engaging with employees and planning their routes
- To plan the Employees pick up
- To plan the Employees Drops
- Communicating with employee if there is change in the planned pick up or drop
- Seeking employee feedback
- Recording, documentation and employee satisfaction
- Communicating with employees ?
- Achieving employee satisfaction through employee-centric service

**Operations:**
- Responding in case of any accidence or other emergency
- Service quality requirements

**Technology**
- Basic computer working
- Understanding Employee Transpiration Technologies and Applications
- Understanding Car Rental Technologies and Applications

**Making -MIS and Billing**

- To review the report s and share with the management as per defined schedule.
- To review the critical items, variables and exceptions and update the supervisors and team leaders.


- To ensure that the billing information is updated in time and billing is generated accordingly.
- To check and process the vendors bills further for necessary approvals and needful.
- To take balance confirmation from the vendors.
- To ensure that the vendors get payment in time

**Interpersonal Skills**

- Interacting with superiors and colleagues
- Etiquettes
- Achieving employee satisfaction by being professional
- Services and facilities specific to age / gender / special needs
- How to behave with women at workplace?
- IPR and Copyright
- Cleanliness
- Hygiene

**Using Technology-Basic Computer Education**

**5.2 SPECIFIC LEARNING OUTCOME**

- Install and setup operating system and related software in computer
- Create, format and edit document using word processing application software.
- Create, format, edit and develop a workbook
- Create and customize slides for presentation
- Browse, select and transact using E commerce websites.
- Open email account, receiving mail, reply mails and sending new mails.

**3. MODULE- TWO MONTHS (CERTIFICATE PROGRAM IN <u>Transport Executive</u>)**

<table>
<tr>
<td colspan="2" align="center"><b>DURATION :- TWO MONTHS<br><u>CERTFICATE PROGRAM IN Transport Executive</u></b></td>
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<tr>
<td><b>MODULE CODE & NAMES</b></td>
<td><b>Code :-</b> TE<br><b>Module :- <u>Transport Executive</u></b></td>
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<td><b>RATIONALE & OBJECTIVE OF THE MODULES</b></td>
<td>This Programme is aimed at training and placement of the candidates for the job of "<b>Transport Executive</b> ", in the "Tourism and Hospitality Sector and sub sector -Tours and Travel" Sector/Industry</td>
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<td><b>MODULE COMPETENCE</b></td>
<td>
1. Interview and shortlist the Chauffeurs<br>
2. Ensure Vehicle and chauffeur compliance and documentation<br>
3. Seeking chauffeurs feedback, counsel him and suggesting corrective actions<br>
4. Procurement and Induction of the transportation vendor to Gathering resources<br>
5. Meeting the Vendors for feedback and understand their issues, if any<br>
6. Induction-Welcoming the New employee<br>
7. Engaging with employees and planning their routes<br>
8. To plan the Employees pick up<br>
9. To plan the Employees Drops<br>
10. Communicating with employee if there is change in the planned pick up or drop
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| | 11. Seeking employee feedback<br>12. Recording, documentation and employee satisfaction<br>13. Communicating with employees?<br>14. Achieving employee satisfaction through employee-centric service<br>15. Responding in case of any accidence or other emergency<br>16. Service quality requirements<br>17. Basic computer working<br>18. Understanding Employee Transportation Technologies and Applications<br>19. Understanding Car Rental Technologies and Applications<br>20. Billing<br>21. MIS generation and analysis<br>22. Interacting with superiors and colleagues<br>23. Etiquettes<br>24. Achieving employee satisfaction by being professional<br>25. Services and facilities specific to age / gender / special needs<br>26. How to behave with women at workplace?<br>27. Cleanliness & Hygiene |
| **MODE OF DELIVERY** | Practical and theoretical<br>Presentations<br>Guest visit<br>Industry Visits |

| S.No. | Module Name | Session Objectives | Methodology | Training Tools/Aids | Duration (hours) |
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| Sr. No. | Module | Key Learning Outcomes | | | |
| 1. | **To interview and shortlist the Chauffeurs** | • To meet the vendor's chauffeurs and take their interview.<br>• Check the background of the drivers<br>• Check the drivers past record<br>• Do the reference check of the drivers<br>• Shortlist the driver if found suitable<br>• Plan his induction and training schedule before deploying him on the job. | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |
| 2. | **Ensure Vehicle and chauffeur compliance and documentation** | **Ensuring the Compliance**<br>• To check and maintain the updated Vehicle documents<br>• To check and maintain updated driver Documents<br>• To check the list of "about to expire" documents and to collect and update the revised documents.<br>• To keep soft copies of all the documents.<br>• To check that the Safety Devices are in place in each vehicle and are working as per SLA.<br>• To check the compliance as per defined cycle –daily, weekly, monthly and yearly. | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | **06** |

| | | • To take immediate actions if any compliance issues is noticed.<br>• To share the Compliance reports as per defined schedule with the reporting manager<br>• To conduct training of drivers on compliances.<br>• To conduct Monthly Audit of Vendor drivers labour compliances | | | |
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| 3. | **Seeking chauffeurs feedback, counsel him and suggesting corrective actions** | • Get in touch with the chauffeurs (preferably using technology) after pick up and drop and understand if they have any concern<br>• Collect the feedback from employees<br>• Provide questionnaire and get a rating for service<br>• Attend to Chauffeurs dissatisfaction and complaints<br>• Ensure to rectify if there was some negative feedback<br>• Counseling of chauffeurs if required. | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |
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| 4. | **Procurement and Induction of the transportation vendor to Gathering resources** | • To Plan number of vehicles required during the month.<br>• To search for the required number of cars and vendors.<br>• To sign contract with them as per the policy of the employee<br>• To handle the induction of the vendors and explain them company policies and processes<br>• To explain the IT systems, mobile apps etc to the vendors<br>• To schedule regular training of the vendors | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 12 |
| 5. | **Meeting the Vendors for feedback and understand their issues, if any** | • Meeting the vendors in person to discuss their issues, update them about billing processes or discussing other new policy and processes<br>• Collect the feedback<br>• Provide questionnaire and get a rating for service<br>• Attend to their dissatisfaction and complaints<br>• Ensure to rectify if there was some negative feedback | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 12 |

| 6. | **Welcoming/Induction of the New employee** | • Receive the employee with a smile or welcoming mail / telephone response<br>• To understand the pickup and drops requirements of the employee<br>• Explain the polices and procedure to the employee<br>• Create the employee master with the approval of the client and add his/her name to the appropriate route.<br>• Explain the safety processes to the employee<br>• Explain dos and Donts to the employee<br>• Understand FAQ of new employee interaction | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 09 |
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| 7. | **Engaging with employees and planning their routes** | **Pick-up Coordination**<br>• To collect all vehicle details from vendors at least one hour prior to pick up time.<br>• To ensure planned number of vehicle reaches on time.<br>• To track the vehicles if they have reached in time<br>• To plan and deploy back up vehicles, in case vehicle shortage occurs.<br>• To make sure to deploy the escort-guard, if any female staff is travelling as the First Pickup.<br>• To coordinate between the Drivers and the Users.<br>• To share driver details with the | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | **09** |

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| | | users. <br>• To share the billing information with the team and the vendors <br>• To report the service issues, if any, with the team leader/supervisor. | | | |
| 8. | **To plan the Employees pick up** | • To collect all vehicle details from vendors at least one hour prior to pick up time. <br>• To ensure planned number of vehicle reaches on time. <br>• To track the vehicles if they have reached in time <br>• To plan and deploy back up vehicles, in case vehicle shortage occurs. <br>• To make sure to deploy the escort-guard, if any female staff is travelling as the First Pickup. <br>• To coordinate between the Drivers and the Users. <br>• To share driver details with the users. <br>• To share the billing information with the team and the vendors <br>• To report the service issues, if any, with the team leader/supervisor. | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 12 |

| 9. | To plan the Employees Drops | **Drop Coordination**<br>• To collect all vehicle details from vendors at least one hour prior to Drop time.<br>• To ensure planned number of vehicle reaches on time in the premise.<br>• To deploy back up vehicles, in case vehicle shortage occurs.<br>• To make sure to deploy the escort-guard, if any female staff is travelling after 10 PM and is planned to be dropped in the last.<br>• To coordinate between the Drivers and the Users.<br>• To share driver details with the users.<br>• To share the billing information with the team and the vendors<br>• To report the service issues, if any, with the team leader/supervisor.<br>• Tracking of the cars<br>• To track the vehicles and to ensure that the users reach home safely.<br>• To prepare on time arrival and on time departure reports<br>• To monitor the tracking data and information<br>• To act immediately if there is any deviation from the standard operating procedure | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 06 |

| 10. | Communicating with employee if there is change in the planned pick up or drop | • Inform the employees if there is any alteration required to the planning, cancellations, postponement etc.<br>• Convince the employee politely if there is any discrepancy in planned pick up or drop<br>• Assist employees quickly and conveniently if they plan to have a change or upgrade while on tour<br>• Ensure the altered service offered matches employee expectations | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 06 |
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| 11. | Seeking employee feedback | • Get in touch with the employee (preferably using technology) after pick up and drop and understand if they have any concern<br>• Collect the feedback from employees<br>• Provide questionnaire and get a rating for service<br>• Attend to employee dissatisfaction and complaints<br>• Ensure to rectify if there was some negative feedback | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |

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| 12. | **Recording, documentation and employee satisfaction** | • Record employee details<br>• Document monthly status report of transactions<br>• Ensure to maintain privacy of employee | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |
| 13 | **Communicating with employees** | • Identify employee needs by asking questions<br>• Have good knowledge on processes and services and brief the employee clearly on them in a polite and professional manner<br>• Build friendly but impersonal relationship with the employees<br>• Use appropriate language and tone and listen actively<br>• Show sensitivity to gender/ cultural and social differences<br>• Understand employee expectations and provide appropriate product/services<br>• Understand employee dissatisfaction and address their complaints | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |

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| | | • Maintain proper body language and dress code<br>• Communicate clearly and effectively with the guest<br>• Inform the employees on any issues and developments involving them<br>• Respond back to the employee immediately<br>• Upselling/promoting suitable products and services<br>• Seek feedback from employees<br>• Explain terms and conditions clearly | | | |
| 14 | **Achieving employee satisfaction through employee-centric service** | • Ensure fair and honest treatments to employees<br>• Enhance company's brand value<br>• Read employee expectations and ensure they are met<br>• Readily accept and implement new ideas to improve employee satisfaction<br>• Communicate employee feedback to superior<br>• Offer promotions to improve product satisfaction<br>• Consult with senior on unscheduled employee requests | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 09 |
| 15 | **Responding in case of any accidence or other emergency** | • In case of any accident, immediately inform the police if any help is required.<br>• Inform the superiors and | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, | 48 |

| | | company's safety officer<br>• Arrange back up cars immediately.<br>• Inform the other stakeholders as per policy guidelines of the customer. | | Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | |
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| 16 | **Service Quality Requirements** | • Understand target employees, their profiles and needs<br>• Build good rapport with the employee<br>• Seek feedback and rating from employee<br>• Use employee oriented behavior to gain loyalty and satisfaction<br>• Be friendly but not familiar with guest | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 48 |
| 17 | I**T knowledge – Basic computer working** | **Using word processing application**<br><br>**Topics**<br>• Introduction to Microsoft Word<br>• Document Views<br>• Entering and Editing Text<br>• Saving and Opening Documents<br>• Navigating and Selecting Text<br>• Editing, Copying and Moving Text<br>• Formatting Documents<br>• Using Bulleted and | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | **24** |

Numbered Lists
- Using Tabs
- Introduction to Tables
- Inserting Pictures
- Page Layout and Printing

**Using Spread Sheet Application Topics**
- Introduction to Microsoft Excel
- Entering and Amending Data
- Saving and Opening Workbooks
- Navigating and Selecting Ranges
- Entering Formulas
- Inserting/Deleting Rows and Columns
- Formatting Worksheets
- Using Simple Functions
- Copying, Moving and AutoFill
- Relative vs. Absolute References
- Previewing and Printing

**Using Power Point Application Topics**
- Introduction to Microsoft PowerPoint
- Creating a Presentation
- Entering and Editing Text
- Managing Text
- Text Boxes and Tables
- Pictures and Drawings
- SmartArt and Charts

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| | | <ul><li>Presentation Designs and Formatting</li><li>Printing PowerPoint Presentations</li><li>Simple Animations</li><li>Running Slide Shows</li></ul>**Using Email application**<br>**Topics**<ul><li>Customizing Message Options</li><li>Modify Message Settings</li><li>Modify Delivery Options</li><li>Change the Message Format</li><li>Set the Out of the Office Notification</li><li>Create a Contact Group</li><li>Sort Messages Using Multiple Criteria</li><li>Find Messages Using Instant Search</li><li>Sending email</li><li>Receiving email and replying the email</li></ul> | | | |
| 18 | **Understanding Employee Transpiration Technologies** | **Working knowledge of Transport Technology soft wares and applications**<ul><li>Routing</li><li>Rostering</li><li>Taking final chart</li><li>Tracking the cars through GPS system</li><li>Responding to emergency calls</li></ul> | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 60 |

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| | | • Installing the application in the Chauffeurs system<br>• Understanding function of panic button<br>• Understanding functions of connecting with Ambulance, Police and other depts..<br>• Creating Car, Employee, Customer, Vendor Masters | | | |
| 19 | **Understanding Car Rental Technologies and Application** | • Understanding how to take bookings<br>• Allocation of cars<br>• Creating duty slip and dispatching of the car<br>• Closing the booking<br>• Enclosing customer email and other authorization<br>• Creating Employees, Car, Vendor and customer Masters<br>• Generating MIS | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 60 |

| Sr. No. | Module | Key Learning Outcomes | | | |
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| 20 | **Generating Billing Theory Duration** | • Creating Customer Master in the system<br>• Creating Rate Master<br>• Attaching rate master with customer account<br>• Generating billing<br>• Attaching all the other important documents alongwith billing<br>• Dispatching the billing to the customer | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 24 |
| 21 | **MIS Generating and Analysis** | • Understanding Customer MIS requirement<br>• Generating MIS of the customer and analysis of the same<br>• Discussing exceptions with the superior | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation | 24 |

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| | | • Sending MIS to the customer with the analysis.<br>• Responding to queries , if any to the customer. | | Soft wares, Guest Lecturers, various templates, Industry Visits | |
| 22 | **Interacting with superiors and colleagues** | • Receive job order and instructions from reporting superior<br>• Escalate unresolved problems or complaints to relevant superior<br>• Understand work output requirements, targets, performance indicators and incentives<br>• Deliver quality work and report anticipated delays with reason<br>• Communicate maintenance and repair schedule to superior<br>• Receive feedback on work standards | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |
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| | | • Document the completed work | | | |
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| | | • Show trust, support and respect to all colleagues and assist them with information and knowledge | | | |
| | | • Try to achieve smooth overflow | | | |
| | | • Identify the potential and existing conflicts with colleagues and resolve them | | | |
| | | • Seek assistance from colleagues when required | | | |
| | | • Pass on essential information to colleagues in a timely manner | | | |
| | | • Behave responsibly and use polite language with colleagues | | | |
| | | • Interact with colleagues from different functions to understand their nature of work | | | |
| | | • To understand teamwork, multi tasking, co- operation, co-ordination and collaboration | | | |
| | | • Lookout for any errors and help colleagues to rectify them | | | |
| 23 | **Etiquettes** | • Greet, welcome and address the employee appropriately<br>• Maintain pitch and tone of voice while speaking to employees | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, | 03 |

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| | | • Maintain high standards of practice and transparency in pricing <br> • Answer the telephone <br> • Communicate appropriately with the employee <br> • Dress professionally <br> • Maintain personal integrity and ethical behavior <br> • Maintain personal grooming and positive body language <br> • Demonstrate responsible and disciplined behavior <br> • Escalate grievances to appropriate authority | | Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | |
| 24 | **Achieving employee satisfaction by being professional** | • Use appropriate titles and terms of respect <br> • Handle employee grievances professionally <br> • Offer friendly, courteous and hospitable service to | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, | 03 |

| | | | | Industry Visits | |
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| | | • Provide assistance with sincere attitude | | | |
| | | • Achieve 100% employee satisfaction | | | |
| | | • Understand employee loyalty and brand value | | | |
| 25 | **Services and facilities specific to age / gender / special needs** | • Ensure that the employee feels safe | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 03 |
| | | • Understand procedures to be followed during terrorist attacks | | | |
| | | • Know the facilities and services specific to gender and age | | | |
| | | • Co-ordinate with team to meet these needs | | | |
| | | • Educate employees about entertainment programs for children, basic safeguard procedures for senior citizens | | | |
| | | • Arrange for transport and equipment as required by senior citizens | | | |
| | | • Understand availability of medical facilities/doctor | | | |
| 26 | **How to behave with women at workplace?** | • Understand women rights and company's polices regarding them | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, | 03 |
| | | • Know special facilities available for women | | | |

| | | | | Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | |
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| | | • Inform about methods to ensure safety and<br>• security of women<br>• Provide comfortable and safe environment for female employees<br>• Maintain compliant behaviour etiquette while dealing with women<br>• Treat women equally and avoid discrimination<br>• Ensure safety and security of female colleagues and employees at all levels | | | |
| 27 | **Cleanliness** | • Keep the workplace clean<br>• Identify waste and ensure its disposal<br>• Ensure waste bins are cleared everyday<br>• Point out requirements for pest control<br>• Ensure work place has fresh air supply and sufficient lighting<br>• Ensure maintenance check of air conditioners and other mechanical equipment in the department<br>• Know safe and clean handling of linen, laundry and work area<br>• Ensure adequate supply of | Presentation, Group discussions, guest lecturer, On the job training | Presentations Mateial, Audios,Video Presentations, Computers, Internets, Transportation Soft wares, Guest Lecturers, various templates, Industry Visits | 09 |
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| | | cleaning consumables | | | |
|---|---|---|---|---|---|
| | | | | TOTA | 408 HOURS |