

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
মহাপরিচালকের কার্যালয়
যুব উন্নয়ন অধিদপ্তর
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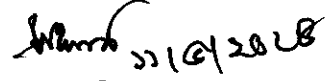
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তারিখঃ ১১/০৫/২০২৪ খ্রি.

বিষয় : “দেশের ৪৮ জেলায় শিক্ষিত কর্মপ্রত্যাশী যুবদের ফ্রিল্যান্সিং প্রশিক্ষণের মাধ্যমে কর্মসংস্থান সৃষ্টি” শীর্ষক প্রকল্পের প্রশিক্ষণ ফার্ম নির্বাচনের লক্ষ্যে TOR টি ওয়েব সাইটে প্রকাশ।

উপর্যুক্ত বিষয়ের পরিশ্ৰেণ্ডিতে জানানো যাচ্ছে যে, “দেশের ৪৮ জেলায় শিক্ষিত কর্মপ্রত্যাশী যুবদের ফ্রিল্যান্সিং প্রশিক্ষণের মাধ্যমে কর্মসংস্থান সৃষ্টি” শীর্ষক প্রকল্পের প্রশিক্ষণ ফার্ম নির্বাচনের লক্ষ্যে TOR টি যুব উন্নয়ন অধিদপ্তরের ওয়েব সাইটে প্রকাশের জন্য অনুরোধ করা হলো।

সংযুক্তি : TOR ।



(মোঃ আঃ হামিদ খান)

পরিচালক (প্রশাসন)

ও

প্রকল্প পরিচালক (অতিরিক্ত দায়িত্ব)

দেশের ৪৮ জেলায় শিক্ষিত কর্মপ্রত্যাশী যুবদের ফ্রিল্যান্সিং
প্রশিক্ষণের মাধ্যমে কর্মসংস্থান সৃষ্টি শীর্ষক প্রকল্প
যুব উন্নয়ন অধিদপ্তর, ঢাকা।

প্রাপক :

প্রোগ্রামার,
যুব উন্নয়ন অধিদপ্তর, ঢাকা।

অনুলিপি সদয় অবগতির জন্য :

০১। মহাপরিচালক (গ্রেড-১) মহোদয়ের ব্যক্তিগত সহকারী, যুব উন্নয়ন অধিদপ্তর, ঢাকা।

**Terms of Reference (TOR)
For
Employment Creation through Freelancing Training for
Educated Job Seekers in 48 Districts of the Country.**

Financial Year 2023-2024 and Onward



TERMS OF REFERENCE (TOR)

1. Background:

Youth is a valuable resource of any country. National development and progress is largely dependent on the active participation of the youth. The economic, social, and cultural fabric of a nation is intricately driven by the contributions of its youth, who bring forth talent, creativity, courage, and potential. Identical to other countries of the world, the youth in Bangladesh is the future leader of the nation, as well as the most promising and productive part of the population. According to the National Youth Policy, the 18-35 years age group of Bangladesh is defined as youth. The population of this age group is one-third of the total population which is about 5 crore 30 lakhs. Youth engagement is very important for the development of our country considering the supply and numbers of labor force.

In today's technological era, information & technology is crucial. The absence of skilled manpower in information & technology, office administration, business & commerce, tourism, entertainment, communication systems, banking and insurance sectors, as well as in medical and research fields, leads to a near stagnation in these industries. Over the years developed nations have made considerable advancements in information technology and frequently engage in paid services with developing countries. Educated youth in Bangladesh can leverage from this opportunity to secure sustainable livelihoods and contribute to foreign exchange earnings.

Currently, Bangladesh has joined the ranks of developing nations. The per capita income of the people of the country is about \$2,763 US dollars. Due to COVID-19 the number of unemployed in the country has increased. Furthermore, the rise in unemployment can be attributed to the return of nationals who lost their jobs overseas. If these educated youth can be employed through freelancing opportunities, it has the potential to reduce both unemployment and poverty in the country. Therefore, the objective of this project is to create employment opportunities for educated youth through freelancing.

Initially, freelancing training is being provided in 16 districts of the country. In the remaining 48 districts, freelancing training will be provided to the educated job-seeking youth. Training will be provided in 08 batches every year in each district. Training will be given to 25 youths and young women in each batch and Freelancing Training (ToT) will be given to 2 (two) trainers from the respective districts of Youth Development Department to increase the training capacity. The training program spans three months, totaling 600 hours. Applicants must have a minimum educational qualification of HSC pass, and candidates aged between 18 and 35 years are eligible for the training

2. Specific rationale for undertaking the project.

In today's technological era, developed countries have achieved success in information & technology. In developed nations, freelancing facilitates a wide array of tasks. Similarly, in our country, freelancing opportunities are expanding, providing employment prospects for educated youth and contributing to foreign exchange earnings. With the aim of eliminating unemployment through self-employment by creating skilled manpower through freelancing, the Department of Youth Development is implementing a project for the 6400 youth in 16 districts of the country. To obtain the position of developed country and reaching the goal of 12500\$ USD per capita income by the year 2041, the implementation of the project is crucial.

Bangladesh is currently passing through the golden age of demographic dividend. But the biggest challenge to solve the unemployment problem is to create diverse employment opportunities. If we do not face this challenge head on, it will be difficult to reach the target of becoming an Upper Middle-Income Country (UMIC) by 2031 and a developed country (Smart Bangladesh) by 2041. This project will play a vital role in addressing NEET (Not in Education, Employment or Training). Through the project, 28,800 educated job seekers will be brought under employment.

The District Deputy Director's office lacks sufficient technical and infrastructural facilities to organize freelancing training of this magnitude effectively. For this purpose, the project has been adopted for direct



and indirect employment creation by selecting the private institutions as per the rules and creating skilled manpower through the mentioned institutions. Such activities will be undertaken in the future by increasing the capacity of the district deputy director's offices.

3. Freelancing Training Capacity of Department of Youth Development

There are 78 youth training centers across the country under the Department of Youth Development. Various types of indigenous training programs are conducted in these centers. But no training center has freelancing training trade. As a result, no trainer was appointed.

Considering the importance of freelancing training, a small scale project is already running in 16 districts of the country. This project is being implemented through private training institutes. Considering the success of this project, initiatives have been taken to implement freelancing training program across the country under the discussed project.

Since there is no freelancing trade in the ongoing training centers under the Department of Youth Development, the scheme under discussion will be implemented through private training institutes. However, the project will provide training (ToT) to the trainers of the Youth Development Department to enhance their capacity, so that freelancing trade can be included in the training centers of the Youth Development Department in future.

The following functions have been assigned to the Department of Youth Development under the Ministry of Youth and Sports:

- Youth welfare, training and other related activities.
- To encourage voluntary participation of youth in development work.
- Communicating with concerned ministries for youth welfare.
- Financing for the project.
- Youth Award.
- Undertake programs to encourage youth to acquire responsible, self-confident and other human qualities.
- Research and survey on activities of Youth Development Department.
- Undertake activities aimed at providing employment for unemployed youth.

Vision of the Department

Youth equipped with both moral integrity and humanitarian principles, having the potential of significantly enhance the development and reputation of Bangladesh.

Mission of the Department

To ensure the development and empowerment of youth with the aim of establishing them in all spheres of life.

4. Overview

To achieve the dream of Vision 2041 the Department of Youth Development (DYD), Ministry of Youth and Sports has taken some remarkable initiatives in ICT infrastructure development (Hi-Tech Park, Software Technology Park, and Data Center etc.), establishment of nationwide connectivity up to Union Level and capacity building in IT/ICT sectors in individual and Organization level. To ensure the sustainable development of ICT sectors Department of Youth Development (DYD) is implementing many development projects/programs. **“Employment Creation through Freelancing Training for Educated Job Seekers Project in 48 Districts of the Country”** is one of them.

The overall objective of **“Employment Creation through Freelancing Training for Educated Job Seekers Project in 48 Districts of the Country”** is to conduct training program to catalyze the growth of freelancers for self-employment and promoting on-line outsourcing. The specific objectives of these project are i. To Train **28,800** Persons and develop them as skilled manpower to be freelancers in the IT/ICT Sector.



ii. To explore Outsourcing capabilities in IT/ICT era into leading global market. iii. To create new job facilities in the global market and improve national awareness at all levels. iv. To Create master trainers in freelancing area to disseminate the training program in the roots level. The project is conducting different types of training courses at union, sub-district and district levels. The Employment Creation through "Freelancing Training for Educated Job Seekers Project in 48 Districts of The Country" Department of Youth Development (DYD) inviting Request for Proposal (RFP) from the short-listed IT/ITES Firm for providing Professional Outsourcing Training and Employment services for Youth Industry.

5. Department of Youth Development Objectives:

The main objective of this assignment is as follows:

- Develop the youth as honest, modern, self-respecting and positive people.
- Create an environment conducive to the development of the inherent potential of the youth.
- Turning youth into human resources.
- Ensuring quality education, health and overall safety of the youth.
- To arrange profession and work according to the merit of the youth.
- Encouraging economic, creative entrepreneurship and empowerment of youth.
- To enable the youth to play an active role at all levels of national life through empowerment.
- Involving youth in decision-making processes at local, national and international levels.
- Encouraging youth to volunteer in nation building activities including environment conservation, climate change and disaster response.
- To make the youth sensitive and responsible towards the backward people of the society and the people suffering from physical-mental or any other handicaps.
- Ensuring the rights of youth with special needs.
- Encouraging the youth to avoid ideological extremism and aggressive attitude in life.
- To inculcate liberal, non-sectarian, humanitarian and global consciousness among the youth.

6. Project Objectives

1. Providing computer training for employment generation through freelancing for job seekers.
2. Helping youth gain self-reliance through freelancing training.
3. Earning foreign exchange for youth through freelancing training.

7. Proposed Scope of Works:

- **Course Information:** Provide 600 (Six Hundred) hours **Professional Outsourcing Training and Employment Services for Youth Industry** which includes as follows:

- **Proposed Courses:**

The training course titled "Employment Creation through Freelancing Training for Educated Job Seekers Project in 48 Districts of The Country" will provide hands-on training to the educated unemployed youth in the following subjects. So that they can become self-employed and employable through freelancing training.

Basic English, Computer Office Application, Freelancing, Graphics Design, Video Editing, Digital Marketing, Freelancing Training through Smartphone and Soft skill Training.

8. Trainees Information:

The qualification of the trainees will be minimum HSC passed with computer literacy. The trainees must have basic knowledge with computer fundamentals, Microsoft Applications software and Basic uses of Internet etc. As a part of women empowerment at least 20% female participation in each batch should be



ensured. The trainees must not be eligible those who are already earning as freelancer. The person with disability will get extra privilege. Every trainee must have his/her personal computer or Laptop.

9. Sensitization Program:

The requirement for effective training is to reach out to the appropriate target groups and develop interest about the purpose and objective of the training. The firm will promote the program to the target groups via various media channels such as press (appropriate newspapers & magazines), websites, social media, SMS blast, Local Cable TV Scroll, campaign in various educational institutions.

10. Trainee Selection:

The selection of trainees should be based on an online training management platform provided by the "Employment Creation through Freelancing Training for Educated Job Seekers Project in 48 Districts of The Country". During the registration process, the participants will answer a set of HSC book ICT-1 and ICT-2 questionnaires as a prequalification test, and the participants who will be able to earn a satisfactory score he/she will call for the next level of the selection process such as checking of educational background, knowledge and skill level & enthusiasm. The committee will recommend the appropriate participant. Every trainee must have his/her personal computer or Laptop. There will be two separate selection committees for the concerned project implementing areas for free, fair, and quality participant selection.

A) There will be a central question bank for substantial supply of questions to evaluate suitable training candidates. Questions will be updated for every batch. A 3-member committee will be formed for this purpose. Committee members will shuffle different sets of questions for each selection examination.

Question Bank Committee: (Number of members: 3)

Serial No:	Name & Designation	Designation In the Committee
1	Director (Planning), Department of Youth Development, Dhaka.	President
2	Director (Poverty Alleviation and Credit) Department of Youth Development, Dhaka.	Member
3	Project Director, Related Projects.	Member Secretary

B) There will be a 5-member trainee selection committee and the responsibility of the trainee selection committee will be to supply a substantial number of trainees and keeping eligible trainees in the waiting list.

District level trainee selection committee (Number of members: 5)

Serial No:	Name & Designation	Designation In the Committee
1	Deputy Director, Department of Youth Development, concerned district	President
2	Representative District Administrator's Office, concerned district	Member
3	Representative, Authorized Training Firm - 2 people	Member
4	Assistant Director, Department of Youth Development, concerned district	Member Secretary

11. Trainee Selection Procedure:

1. Online and offline campaigns
2. Online Registration
3. Taking the written test (Ensuring the availability of examination center)




4. Taking viva or oral examination

There will be a committee headed by Director (Planning) centrally for selection of trainees.

12. Batch Information:

8 hours of training will be given daily. The total duration of the training will be 600 hours for 75 days within 3 months. The number of trainees per batch is 25 including 2 trainers of department of youth development of respective districts. Unavailability of trainers, general students will occupy the entire batch. Educational qualification of the students is Higher Secondary Certificate (HSC) or equivalent pass and the age of trainees should be 18 to 35 years. A total of 28800 trainees will be trained in 1152 batches in 48 districts during the project period. Students will be selected through selection examination. There must be 2 labs in each district to conduct 2 batches (50 trainees) at a time. Waiting students will occupy the vacant seats left out by the dropout trainees.

Training of Trainers (TOT) will be provided to 2 (two) trainers of respective districts of Department of Youth Development to increase their training capacity so that in near future freelancing trade can be added to the training center of Department of Youth Development.

Area wise number of total participant's information is given below:

Name of Divisions	Name of Districts	Number of Districts	Number of Trainees
1	2	3	4
1. Dhaka	1. Narayanganj	7	4200
	2. Manikganj		
	3. Narsingdi		
	4. Munshiganj		
	5. Kishoreganj		
	6. Tangail		
	7. Faridpur		
2. Mymensingh	8. Mymensingh	3	1800
	9. Jamalpur		
	10. Netrokona		
3. Chattogram	11. Chittagong	8	4800
	12. Cox's Bazar		
	13. Bandarban		
	14. Khagrachhari		
	15. Rangamati		
	16. Noakhali		
	17. Feni		
	18. B. Baria		
4. Rajshahi	19. Chapai Nawabganj	7	4200
	20. Naogaon		
	21. Natore		
	22. Bogura		
	23. Joypurhat		
	24. Pabna		
5. Khulna	25. Sirajganj	9	5400
	26. Khulna		
	27. Satkhira		
	28. Bagerhat		
	29. Jashore		
	30. Jhenaidah		
	31. Magura		
	32. Chuadanga		

	33. Meherpur		
	34. Kushtia		
6. Rangpur	35. Rangpur	7	4200
	36. Kurigram		
	37. Lalmonirhat		
	38. Gaibandha		
	39. Nilphamari		
	40. Dinajpur		
	41. Panchagarh		
7. Barisal	42. Barisal	5	3000
	43. Jhalokati		
	44. Pirojpur		
	45. Patuakhali		
	46. Barguna		
8. Sylhet	47. Habiganj	2	1200
	48. Moulvibazar		
Total		48	28800

13. Class Period/Session: Duration of each class will be 8 hours/day. The number of sessions will be 8 Session/day. The duration of each session will be 60 Minutes. This training is highly employment sensitive, so the hands-on training is most appropriate. For core skill the theory will be maximum 2 (Two) hours and rest of the period will be the practical based on the theory.

14. Assessment: The consulting firm shall ensure the quality of training by periodic evaluation and conducting assessment test both in foundation and specialization training. During the foundation and specialization training the consulting firm will conduct minimum 2(two) assessment tests and one final test after completion of both foundation and specialization training. Based on the result of the assessment test the top trainees will be awarded from each batch.

15. Project Work: In order to build the trainees portfolio, minimum 2 live projects must be completed within the training period.

16. Printed Lecture sheet: For each class, printed lecture sheet must be provided to the trainee. Lecture sheet must contain the topics of the classes, references, key points and exercise if applicable. Sheets are to be approved by the project authorities.

17. Trainer: The consulting firm will submit resume of the trainers and must get final approval from "Employment Creation through Freelancing Training for Educated Job Seekers Project in 48 Districts of The Country" authority. If Project office does not arrange TOT (Training of Trainer) program or any kind of discussion related to course implementation plan or conducting this assignment the consulting firm will be held accountable, therefore the consulting firm must arrange corresponding training. *The Project authority will arrange an assessment test system for trainer. Only the trainer who has successfully passed will be eligible to work as trainer in this assignment. The trainers must have BTEB/NSDA level-3 certification on Digital Marketing for Freelancers or Graphic Design for Freelancer.*
If any consulting firm appoint trainer in any center without the approval and certified by assessment test system, training session of that center will not to be considered for payment.

18. Online Course Content: Consulting firm must have prepared the online platform as well as website where they must publish course content for each session. The trainees must have the access to the content on demand.

19. Employment/Job Fair: The consulting firm will be responsible for arranging two employment/job fair in respective project implementing areas. The consulting firm will also be responsible for invitation of IT/ITES Company in district/divisional level, employer from different sectors, renowned IT/ITES service providers, jobs site service providers and participants of Professional outsourcing training.

20. Placement/Employment:

The consulting firm must ensure minimum 40% placement/employment of participants within the period of 90 (Ninety) Days. After completion of his/her training courses officially through a final assignment and maximum 20% placement/employment of participants within the extended period of 30 (Thirty) days. The placement/employment service will be within the 3(three) categories as follows:

- Outsourcing Marketplace
- Self-employment/entrepreneurship.
- Local IT/ITES industry;

The consulting firm can provide as a placement/employment service maximum 50% in local IT/ITES industry or in Self-employment/entrepreneurship of total successfully trained trainees. In case of placement/employment service in local IT/ITES industry or Self-employment/entrepreneurship the duration of employment in both categories will be minimum 3 (Three) months with at least monthly salary of Taka 12 (Twelve) thousands within Dhaka and at least monthly salary of Taka 10 (Ten) thousands outside of Dhaka. Any discontinuity of employment within the 3(Three) months the consulting firm will not be liable to pay any financial demand regarding his/her placement/employment.

Rest 50% of the trainees must be employed as a freelancer in international outsourcing marketplace with any one of the two-earning indicator. The two earning indicators are one is USD (\$-Dollar) and another is Number of Project completed within the specific time period. The minimum earning indicator is given below. If any trainees able to achieve any one of two indicators will be accepted as a placement/employment in outsourcing marketplace within the period of last three months after completion of the training.

	USD (\$-Dollar)	Number of Project Completed (International Marketplace)	Participant Percentage
Indicator value	\$100	10	100%

When consulting firms open an agency account in outsourcing marketplace which will be operating by a freelancer and some of the trainees who will join as a team member of the agency be considered as a freelancer, if he/she is able to earn minimum \$100 USD (\$-Dollar) with evidence.

If any participant is able to earn above mentioned amount after completion of foundation Training, he/she will be considered as employed. In the case of early employment, the consulting firm can claim his/her payment after completion of Specialization training. The final decision, concerned indicator's values, will be taken during negotiation.

Consulting firm will use upwork.com, freelancer.com, fiverr.com, Peopleperhour.com, 99design.com, Toptal.com, gigbucks.com, themeforest.net, graphicriver.net, iwrite.com, creativemarket.com, seoclerks.com, wrapbootstrap.com, guru.com, microworkers.com, legit.com, kwork.com and related marketplaces for Job Placement.

21. Mentoring /Online support: The consulting firm will extend their mentoring and online support to the trainees up to Contract Period after completion of training courses. The methods of mentoring may be the online discussion board, online seminar or workshop. The activity will transform expert online outsourcing workers as mentors to groups formed from the trainees. The size of these groups should be selected to ensure quality of the training using international best practices. They will provide on-demand online outsourcing career advice and guidance from a centralized location in each city and remotely. The mentors will guide the trainees to earn a sustainable and consistent income from online outsourcing and provide advice to move the trainees to higher value-added tasks. There should also be sufficient number




of female mentors for female trainees. *After successful completion of 600 hours training, consulting firm must establish an online website and database system to observe the progress of the trainees for the Honorable Minister, Secretary, Director General, Project Director and corporeal mentoring center for better performance of the trainees.*

22. Online Skills Gaps and Market demand analysis: Conduct quick scan/research and analysis of the gaps and weaknesses with regard to online outsourcing skills and roles availability in Bangladesh for the global Online Outsourcing industry. Based on the analysis, identify specific skill areas where prioritized training will be helpful in tapping the global Online Outsourcing market. Also perform a market demand analysis to understand the current Online Outsourcing demand & supply landscape. Define and identify marketplace areas where Bangladesh should target. Perform analysis on growth potential, competition & identify niches where the training should focus.

23. Project Proceedings:

The training course titled 'Freelancing' will provide hands-on training to the educated unemployed youth in the following subjects so that they can become self-reliant through self-employment and employment through freelancing training:

Serial No:	Topic Name	Time Duration
1.	Basic English	40 (hours)
2.	Computer Office Applications	80 (hours)
3.	Freelancing	118 (hours)
4.	Graphics Design	60 (hours)
5.	Video editing	48 (hours)
6.	Digital Marketing	190 (hours)
7.	Freelancing training through smartphone	24 (hours)
8.	Soft skills training	40 (hours)
	Total	600 (hours)

Duration of training will be 600 hours or 3 months. 8 hours of training will be given daily. Number of trainees per batch will be 25 and educational qualification will be Higher Secondary Certificate (HSC) pass and age of trainees should be 18-35 years. In order to increase the capacity of the trainers of the Department of Youth Development to provide freelancing training, 2 trainers will be kept for each batch, if the trainers are not available, they will be filled with ordinary students. A total of 28800 people will be trained in 1152 batches in 48 districts during the project period. The trainees will be provided with food, and allowance per day by the appointed organization along with training equipment such as: bag, notepad, pen, name card, training schedule and pen drive. The mandated organization will receive funds from the training code and the overall cost of training 28,800 people will be borne by the organization.

24. Course Curriculum: Based on proven experience in Online Outsourcing training, the consulting firm must provide a streamlined Online Outsourcing training course curriculum for both foundation and specialization training. The firm must prepare and submit probable course outline for proposed training assignment describe in section 7 in Terms of Reference (ToR).




Core Competencies (600 Hours by 75 Days Out Of 3 Month) Details:

SL NO.	Competencies	Hours		
		Theory	Practical	Total
1. Overview of Communicative English-40 hours:				40
1.2.1	a) Interpret the meaning of given words (by the teachers)- Vocabulary. b) Speaking on a specific situation. c) Public speaking. d) Exchanging views with targets persons. e) Introducing one self. f) Describing and narrating events, places, objects etc.	1h	1h	2h
1.2.2	Speaking English- Getting Information & Finding one's way.	1h	1h	2h
1.2.3	Speaking English- About Tools and Equipment	1h	1h	2h
1.2.4	Speaking English- About meeting someone and participating in class.	1h	1h	2h
1.2.5	Speaking English- Daily Activities and Asking About Activities.	1h	1h	2h
1.2.6	Speaking English- Evening Activities and about theoretical contents.	1h	1h	2h
1.2.7	Speaking English- Meeting at the airport & Getting information at the Airport.	1h	1h	2h
1.2.8	Speaking English- About different type of Measuring Tools & cutting tools.	1h	1h	2h
1.2.9	Speaking English- Getting to the hotel & asking direction.	1h	1h	2h
1.2.10	Speaking English- Asking about buses and traveling by bus.	1h	1h	2h
1.2.11	Speaking English- Talking about the weather and trips and sightseeing.	1h	1h	2h
1.2.12	Speaking English- Common health problems & quitting and finding jobs.	1h	1h	2h
1.2.13	Speaking English- Office details and office conversation.	1h	1h	2h
1.2.14	Speaking English- About Practical job.	1h	1h	2h
1.2.15	Speaking English- On a specific situation and public speaking.	1h	1h	2h
1.2.16	Speaking English- About exchanging view with a person and introducing oneself.	1h	1h	2h
1.2.17	Speaking English- Describing and narrating events, place, objects etc.	1h	1h	2h
1.2.18	Speaking English- About different type of computer, operating system, system & operating software, add remove software, DBM Email	1h	1h	2h
1.2.19	Overview			4h
Total Hours				40

SL NO.	Competencies	Hours		
		Theory	Practical	Total
2	Overview of: Microsoft office Application & Basic Knowledge on Using Computer Prerequisites: There are no prerequisites for this course. Course Length: 40 Hours			
	Microsoft Word 2016:			14
	Microsoft Word Level 1			4
2.1.1	Unit 1: Getting started ➤ Topic A: The Word window ➤ Topic B: New documents ➤ Topic C: Document navigation	30m	30m	1h
	Unit 2: Editing Text and formatting ➤ Topic A: Working with text ➤ Topic B: The Undo and Redo commands ➤ Topic C: Cut, copy and past ➤ Topic D: Find and replace, Paragraph formatting	30m	30m	1h
	Unit 3: Tables ➤ Topic A: Creating tables ➤ Topic B: working with table content ➤ Topic C: Changing the table structure ➤ Topic A: Headers and footers ➤ Topic B: Page setup	30m	30m	1h
	Unit 4: Graphics ➤ Topic A: Adding graphics and clip art ➤ Topic B: Working with graphics ➤ Topic A: Spelling and grammar ➤ Topic B: AutoCorrect ➤ Topic C: Printing and exporting documents	30m	30m	1h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
Microsoft Word 2016: Intermediate				14
1.5	Unit 1: Style and Outlines ➤ Topic A: Examining formatting ➤ Topic B: Working with styles ➤ Topic C: Working with outlines	1.30H	30m	1.30h
	Unit 2: Table formatting ➤ Topic A: Table design option ➤ Topic B: Table data			

1.6	Unit 3: Illustrations <ul style="list-style-type: none"> ➤ Topic A: Creating diagrams ➤ Topic B: Working with shapes ➤ Topic C: Formatting shapes graphically Unit 4: Advanced document formatting <ul style="list-style-type: none"> ➤ Topic A: Creating and formatting sections ➤ Topic B: Working with columns ➤ Topic C: Document design 	30m	30m	1h
1.07	Unit 5: Document Sharing <ul style="list-style-type: none"> ➤ Topic A: Document properties ➤ Topic B: Tracking changes ➤ Topic C: Finalizing documents Unit 6: Mail Merge <ul style="list-style-type: none"> ➤ Topic A: Form letters ➤ Topic B: Data sources for the recipient list ➤ Topic C: Mailing labels and envelopes 	1.30h	30m	1.30h
Microsoft Word 2016: Advanced				6
1.08	Unit 1: Document Interactivity <ul style="list-style-type: none"> ➤ Topic A: Creating forms ➤ Topic B: Inserting objects and charts ➤ Topic C: Web Pages 	30m	30m	1h
1.09	Unit 2: Document references <ul style="list-style-type: none"> ➤ Topic A: Tables of contents and captions ➤ Topic B: Indexes, bibliographies and footnotes 	30m	30m	1h
1.10	Unit 3: Working efficiently <ul style="list-style-type: none"> ➤ Topic A: Customizing the ribbon ➤ Topic B: Building Blocks ➤ Topic C: Master documents 	1.30h	30m	1.30h
1.11	Unit 4: Tables <ul style="list-style-type: none"> ➤ Topic A: Creating tables ➤ Topic B: Working with table content ➤ Topic C: Changing the table structure 	1.30h	1.30h	1.30h
1.12	Unit 5: Proofing, printing and exporting + Overview	30m	30m	1h
Total Hours				14h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
	Microsoft Excel 2016:			14
	Microsoft Excel Level 1			
1.2.1	Unit 1: Getting started <ul style="list-style-type: none"> ➤ Topic A: Spreadsheet terminology ➤ Topic B: The Excel environment ➤ Topic C: Navigating a worksheet ➤ Topic D: Using a template 	30m	30m	1h
1.2.2	Unit 2: Entering and editing Text <ul style="list-style-type: none"> ➤ Topic A: Entering and editing data ➤ Topic B: Entering and editing formulas ➤ Topic C: Saving and updating workbooks 	30m	30m	1h
1.2.3	Unit 3: Modifying a worksheet <ul style="list-style-type: none"> ➤ Topic A: Moving and copying data 	30m	30m	1h

	<ul style="list-style-type: none"> ➤ Topic B: Moving, copying and viewing formulas ➤ Topic C: Absolute and relative references ➤ Topic D: Inserting and deleting ranges, rows and columns 			
1.2.4	Unit 4: Functions <ul style="list-style-type: none"> ➤ Topic A: Entering functions ➤ Topic B: Auto sum ➤ Topic C: Other common functions 	30m	30m	1h
1.2.5	Unit 5: Formatting <ul style="list-style-type: none"> ➤ Topic A: Text formatting ➤ Topic B: Row and column formatting ➤ Topic C: Number formatting ➤ Topic D: Conditional formatting ➤ Topic E: Additional formatting options 	30m	30m	1h
1.2.6	Unit 6: Charts <ul style="list-style-type: none"> ➤ Topic A: Chart basics ➤ Topic B: Formatting charts ➤ Topic A: Working with pictures ➤ Topic B: Conditional formatting with graphics ➤ Topic C: SmartArt graphics 	30m	30m	1h
1.2.7	Unit 8: Printing <ul style="list-style-type: none"> ➤ Topic A: Preparing to print ➤ Topic B: Page Setup options ➤ Topic C: Printing worksheets 	30m	30m	1h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
	Microsoft Excel 2016 Advanced			
1.2.8	Unit 1: Advanced functions and formulas <ul style="list-style-type: none"> ➤ Topic A: Logical functions ➤ Topic B: Conditional functions ➤ Topic C: Financial functions ➤ Topic D: Text functions ➤ Topic E: Date and time functions ➤ Topic F: Array functions ➤ Topic G: Calculation options 	30m	30m	1h
1.2.9	Unit 2: Lookups and data tables <ul style="list-style-type: none"> ➤ Topic A: Using lookup functions ➤ Topic B: Creating data tables 	30m	30m	1h
1.2.10	Unit 3: Advanced data management <ul style="list-style-type: none"> ➤ Topic A: Validating cell entries ➤ Topic B: Advanced filtering Unit 4: Advanced charting <ul style="list-style-type: none"> ➤ Topic A: Chart formatting options ➤ Topic B: Combination charts ➤ Topic C: Graphical objects 	30m	30m	1h
1.2.11	Unit 5: Pivot Tables and Pivot Charts <ul style="list-style-type: none"> ➤ Topic A: Working with PivotTables ➤ Topic B: Modifying PivotTable data ➤ Topic C: Formatting PivotTables ➤ Topic D: Using Pivot Charts ➤ Topic E: PowerPoint 	30m	30m	1h



1.2.12	Unit 6: Exporting and importing data ➤ Topic A: Exporting and importing text files	30m	30m	1h
1.2.13	Unit 7: Analytical tools ➤ Topic A: Goal Seek ➤ Topic B: Scenarios ➤ Topic C: Instant data analysis	30m	30m	1h
1.2.14	Unit 8: Overview			1h
Total Hours				14h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
	Microsoft PowerPoint 2016:			12
	Microsoft PowerPoint Level 1			4
1.3.1	Unit 1: Getting started ➤ Topic A: The PowerPoint interfaces ➤ Topic A: Creating a basic presentation ➤ Topic B: Working with slides	30m	30m	1h
1.3.2	Unit 3: Editing slide content ➤ Topic A: Formatting text and lists ➤ Topic B: Editing efficiently	30m	30m	1h
1.3.3	Unit 4: Working with shapes ➤ Topic A: Creating shapes ➤ Topic B: Formatting shapes ➤ Topic C: Applying content to shapes	30m	30m	1h
1.3.4	Unit 5: Graphics ➤ Topic A: WordArt ➤ Topic B: Pictures Unit 6: Tables and Charts ➤ Topic A: Tables ➤ Topic B: Charts ➤ Topic C: SmartArt	30m	30m	1h
	Microsoft PowerPoint 2016 Advanced			-8
1.3.5	Unit 1: Slide masters and transitions ➤ Topic A: Slide masters ➤ Topic B: Transitions and timings ➤ Topic C: Custom slide shows	1.30h	30m	1.30h
1.3.6	Unit 2: Graphics and media ➤ Topic A: Modifying graphics ➤ Topic B: Media clips ➤ Topic C: Animations	30m	30m	1h
1.3.7	Unit 3: Customizing slide elements ➤ Topic A: Working with SmartArt graphics ➤ Topic B: Customizing tables ➤ Topic C: Working with charts	1.30h	30m	1.30h
1.3.8	Unit 4: Action buttons and equations ➤ Topic A: Action buttons ➤ Topic B: Equations ➤ Topic A: Applying content from a Word outline ➤ Topic B: Embedding and linking content	30m	30m	1h




1.3.9	Unit 6: Customizing PowerPoint ➤ Topic A: Application settings	30m	30m	1h
1.3.10	Unit 7: Overview			2h
Total Hours				12h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
3	Basic Knowledge on Using Computer Hardware and Network Troubleshooting			24h
3.4.1	Unit 1: Operating System Basics ➤ Topic A: Understanding Operating Systems	2h	2h	4h
3.4.2	Unit 2: Operating System Administration ➤ Interacting with Operating Systems ➤ Control Panel ➤ Administrative Tools ➤ Disk Management	1h	1h	2h
3.4.3	Unit 3: Working with Windows 7 & Windows 10 ➤ Windows 7 Editions ➤ Installing Windows 7 ➤ Installing Windows 10	2h	2h	4h
3.4.4	Unit 4: Hardware and Network Troubleshooting ➤ Troubleshooting Core Hardware Issues ➤ Troubleshooting Laptop, Printer and Networking ➤ Data Recovery, Data Backup	2h	2h	4h
3.4.5	Unit 5: SUPPORTING PRINTERS & MULTIFUNCTION DEVICES ➤ Topic A: Printer and Multifunction Technologies ➤ Topic B: Install and Configure Printers ➤ Topic C: Maintain Printers ➤ Topic D: Troubleshoot Printers	1h	1h	2h
3.4.6	Unit 6: NETWORKING TECHNOLOGIES ➤ Topic A: TCP/IP Properties and Characteristics ➤ Topic B: TCP/IP ➤ Topic C: Internet Connections ➤ Topic D: Ports and Protocols ➤ Topic E: Networking Tools	2h	2h	4h
3.4.7	Unit 7: SAFTY & OPERATIONAL PROCEDURES ➤ Topic A: Basic Maintenance Tools & Techniques ➤ Topic B: Personal and Electrical Safety ➤ Topic C: Environmental Safety & Materials Handling ➤ Topic D: Professionalism and Communication ➤ Topic E: Organizational Policies and Procedures ➤ Topic F: Troubleshooting Theory	1h	1h	2h
3.4.8	Unit 7: Overview			2h
Total Hours				24h



SL NO.	Competencies	Hours		
		Theory	Practical	Total
4. Overview of Online Earning Program / Freelancing Prerequisites: Basic Knowledge on Using Computer				80 Hours
4.3	Unit 3: Freelancing Basic idea <ul style="list-style-type: none"> ➤ What Is Freelancing? ➤ How To Earn from Online ➤ Create An Account Online Earning 	10h	10h	20h
4.4	Unit 4: Marketplace <ul style="list-style-type: none"> ➤ Freelancing Marketing ➤ How To Find Client Online Marketplace ➤ How To Submit Order 	10h	10h	20h
4.5	Unit 5: Marketplace Profile update <ul style="list-style-type: none"> ➤ Type Of Online Marketplace ➤ Life Time Income Source ➤ Online Client Deal ➤ Buyer Communication 	10h	10h	20h
4.6	Unit 6: Local marketing income <ul style="list-style-type: none"> ➤ Facebook Marketing Strategy, LinkedIn Marketing ➤ YouTube Marketing Insight Analysis ➤ Content Marketing ➤ Instagram Marketing ➤ Paid SMM ➤ Local Marketing & Such 	10h	10h	20h
Total Hours				80h

SL NO.	Competencies	Hours		
		Theory	Practical	Total
5. Overview of Professional Graphic Design Prerequisites: Basic Computer				60 Hours
5.6.1	Unit 1: Fundamentals of Adobe Photoshop CC: <ul style="list-style-type: none"> ➤ Fundamentals of Adobe Photoshop CC ➤ Introduction & Getting Started with Graphic Design. (Adobe Photoshop) ➤ Introduction to Color Concept. ➤ Creating Special Effects. ➤ Typing English & Bangla. 	2h	3h	5h
5.6.2	Unit 2: Design working <ul style="list-style-type: none"> ➤ Fundamental of Raster Graphic Design ➤ Computer Laboratory Practice. ➤ Working with Images. 	2h	3h	5h
5.6.3	Unit 3: working with tools <ul style="list-style-type: none"> ➤ Working with basic Tools. ➤ Basic Design & Drawing. ➤ Image Preparation. ➤ Organizing Layers. 	2h	4h	6h



5.6.4	Unit 4: Fundamentals of Adobe Illustrator CC > 01. Introduction & Getting Started with Graphic Design. (Adobe Illustrator) > 02. Fundamental of Vector Graphic Design	2h	4h	6h
5.6.5	Unit 5: Adobe Illustrator CC > 03. Creating artwork > 04. Introduction to Color Concept. > 05. Selecting and Aligning Objects	2h	4h	6h
5.6.6	Unit 6: Creating Shapes > 06. Creating and Editing Shapes > 07. Working with Type > 08. Organizing Your Artwork with Layers	2h	4h	6h
5.6.7	Unit 7: Shapes and colors > 09. Blending Colors and Shapes > Graphics Materials	2h	4h	6h
5.6.8	Unit 8: Project work -1 > Professional Presentation > Raster To Vector > Invoice Template Design > Letterhead Design > Brochure Layout > Logo Design	2h	4h	6h
5.6.9	Unit 9: Project work -2 > Desk & Wall Calendar Design > Product Packaging > Certificate Template Design > T-Shirt Design > Resume & Cover Letter Design > Landscape Design > Image Clipping	1h	4h	5h
5.6.10	Unit 10: Project work -3 > Neck Joint > Banner / Poster Design > Magazine Design > Web Banner Design > Web UI Design	1h	5h	5h
5.6.11	Unit 11: Overview			4h
Total Hours				60 Hours

SL NO.	Competencies	Hours		
		Theory	Practical	Total
6. Overview of Professional Video Editing Prerequisites: Basic Computer				48 Hours
6.1	Unit 1: Introduction to Video Streaming & Editing > Introduction To Video Editing Industry > Course Overview > Software Overview > Video Source file or links	3h	3h	6h



	➤ Video Formats			
6.2	Unit 2: Starting with Adobe Premiere Pro Working with a project <ul style="list-style-type: none"> ➤ Getting acquainted with the Workspace ➤ Getting acquainted with the Project window ➤ Importing Clips saving and opening a project & locating files ➤ Making slow motion video ➤ Creating Flip Video ➤ Creating reverse Video ➤ Hands on Project 	3h	3h	6h
6.3	Unit 3: Capturing clips & Using Tools <ul style="list-style-type: none"> ➤ Chroma Video with Ultra key ➤ 8-point tool ➤ Reading Time code from Source video ➤ Key frame ➤ Trimming Clips ➤ Analyzing clip properties and data rate ➤ Tools Hands on Project Video Editing 	3h	3h	6h
6.4	Unit 4: Monitor Window <ul style="list-style-type: none"> ➤ Timeline Window in detail ➤ Working with clips ➤ Using offline files ➤ Linear Wipe ➤ Working with sequences ➤ Multiple characters ➤ Key frame ➤ Render 	3h	3h	6h
6.4	Unit 4: Working with Audio <ul style="list-style-type: none"> ➤ Working with the Audio mixer window ➤ Applying audio transitions to create Fades and crossfades ➤ Unlinking and editing audio ➤ Panning and Balancing ➤ Audio gain channels in an audio clip ➤ Treating a mono audio clip as stereo clip ➤ Audio DB changes in the Audio mixer window & Audition & Timeline ➤ Applying audio effects Reverb, Gain, Delay, Reducing noise with Denoiser 	3h	3h	6h
6.4	Unit 4: Creating Titles <ul style="list-style-type: none"> ➤ Working with Adobe title designers ➤ Creating a graphic image in Adobe Title Designer ➤ Rolling tiles and crawling tiles ➤ 3D Title ➤ Default still ➤ Title with lighting effects ➤ Title with transaction 	3h	3h	6h

	➤ Hands on project			
6.4	Unit 4: Animating Clips, applying special Effects & Exporting o Animating clips ➤ Key frame and Bezier Key frame Interpolation ➤ Applying Effects ➤ Exporting Video & Still Image ➤ 2Danimtion ➤ Hands on project ➤ Class Assignment – Facebook Cover Video	1h	3h	4h
6.4	Unit 4: Superimposing and Compositing ➤ Clipping mask in Logo ➤ Changing Opacity ➤ Creating a split screen ➤ Clipping mask in shape & Text ➤ Using Matte keys ➤ Adding a background matte ➤ Class Assignment –Split screen, Clipping mask	1h	3h	4h
6.5	Unit 5: Overview			2h
	Total Hours			48 Hours

SL NO.	Competencies	Hours		
		Theory	Practical	Total
7. Overview of Web Design /WordPress Development Prerequisites: Basic Computer				60 Hours
7.6.1	Unit 1: Topics: Basic web Design Code ➤ HTML Tags, Attributes, ➤ Elements, Comments, ➤ Head, Body, Section, ➤ Div., Header, Footer, ➤ Page Title, Headings, ➤ Paragraphs, Hyperlinks, ➤ Lists, Images, Tables & Form Making	2h	3h	5h
7.6.2	Unit 1: Web Design CSS and JS ➤ Types of Style Sheets, ➤ CSS Selectors, Properties, ➤ Values, Backgrounds, ➤ Colors, Text Styling & Formatting, ➤ Points, CSS Positioning, ➤ Text Effects, ID & Class Selectors, ➤ Layers, Pseudo Classes, ➤ Pseudo Elements, Media Types, Layouts	2h	3h	5h
7.6.3	Unit 1: Topics: Installing WordPress ➤ Installing XAMPP ➤ Creating a Database ➤ Installing WordPress Creating a wp-config.php File	2h	3h	5h
7.6.4	➤ Unit 2: Topics: Installing Themes	2h	3h	5h




	<ul style="list-style-type: none"> ➤ Downloading a Theme from the WordPress Dashboard ➤ Manually Installing a Theme ➤ Topics: Creating a Child Theme 			
7.6.5	Unit 3: Importing Style Sheets <ul style="list-style-type: none"> ➤ Importing Style Sheets ➤ Adding Custom Header with Theme Name, Author, etc. ➤ Topics: Modifying a Theme ➤ Adding a Header Graphic ➤ Customizing Links ➤ Changing the Background 	2h	3h	5h
7.6.6	Unit 4: Installing WordPress.org Files <ul style="list-style-type: none"> ➤ Installing WordPress.org Files ➤ Creating a Database ➤ Topics: Starting the MRP Theme ➤ Setting Up the Theme ➤ Creating Index.php ➤ Swapping Static HTML for Dynamic PHP ➤ Topics: The WordPress Loop 	2h	3h	5h
7.6.7	Unit 4: Displaying Posts <ul style="list-style-type: none"> ➤ Adding/Customizing Posts ➤ Topics: Continuing with the Loop ➤ Displaying Post Time & Tags ➤ Displaying Comments ➤ Page Navigation ➤ Fallback Content 	2h	3h	5h
7.6.8	Unit 4: Splitting the Page into Templates <ul style="list-style-type: none"> ➤ Creating Header, Footer, and Sidebar Templates ➤ Adding Header and Footer Functions ➤ Topics: Creating a Page for Single Posts ➤ Topics: The WordPress Loop 	2h	3h	5h
7.6.9	Unit 4: Theme Customizing the Sidebar <ul style="list-style-type: none"> ➤ Registering New Sidebars ➤ Adding Widgets to Sidebars ➤ Installing an Image Widget ➤ Topics: Creating a Custom Page Template 	2h	3h	5h
7.6.10	Unit 4: Templates Customizing the Sidebar <ul style="list-style-type: none"> ➤ Creating a Custom Template ➤ Creating a Custom Query in the Loop ➤ Topics: Adding a Contact Form 	2h	3h	5h
7.6.11	Unit 4: Full Web Design and Development <ul style="list-style-type: none"> ➤ Dynamic Website Development ➤ CMS-Content Management System ➤ Websites (Portfolio, Blog, News, Corporate, E-Commerce) ➤ Domain, Hosing, C- panel ➤ Marketplace Related Classes 	2h	3h	5h




7.6.12	Unit 5: Overview			5h
	Total Hours			60 Hours

SL NO.	Competencies	Hours		
		Theory	Practical	Total
8. Overview of: Digital Marketing				
Prerequisites: Basic Knowledge on Using Computer				192
8.4.1	Unit 1: Search Engine Optimization (SEO) <ul style="list-style-type: none"> ➤ Definition of SEO, how it works. Concept of SEO ➤ Concept of On-site & Off-site optimization ➤ Keyword, selection, research and analysis. ➤ SEO facts and figures. ➤ Link Building, forum Posting & Social Bookmarks 	4h	28h	32h
8.4.2	Unit 2: AFFILIATE MARKETING <ul style="list-style-type: none"> ➤ How to choose right product to make a successful affiliate ➤ How to create successful copy that converts visitors into ➤ How to SEO a specific site so that buyers find the site at top of Google 	4h	28h	32h
8.4.3	Unit 3: EMAIL MARKETING <ul style="list-style-type: none"> ➤ What is email marketing and its strategy? ➤ System scoping & system installation ➤ Email template design (Using HTML) ➤ Full or partially outsources email production & sending ➤ Email marketing campaign. ➤ Email marketing by using third party applications OR ➤ Bulk email & tracking email results. 	4h	28h	32h
8.4.4	Unit 4: BLOGGING <ul style="list-style-type: none"> ➤ What are the blogs & how they being used ➤ What do we want from blog to achieve. ➤ Evaluating writing style. ➤ Growing audience-of & on line. ➤ How blogging boost the SEO & affiliate marketing. 	4h	28h	32h
8.4.5	Unit 5: GOOGLE ADSENSE <ul style="list-style-type: none"> ➤ Introduction to AdWords. ➤ The basics of Google AdWords & Online Advertising. ➤ AdWords interface ➤ Optimizing Campaign Quality. ➤ Billing & Activation ➤ Performance evaluation. 	4h	28h	32h
8.4.6	Unit 6: Social Media Marketing (SSM)	4h	24h	28h



	<ul style="list-style-type: none"> ➤ Facebook Marketing Strategy, LinkedIn Marketing ➤ YouTube Marketing Insight Analysis ➤ Content Marketing ➤ Instagram Marketing ➤ Paid SMM ➤ Local Marketing & Such 			
8.4.7	Unit 7: Overview			4h
	Total Hours			192

SL NO.	Competencies	Hours		
		Theory	Practical	Total
9. Overview of Freelancing with Using Smartphone				24 Hours
9.6.1	Unit 1: Having the Right Skill: <ul style="list-style-type: none"> ➤ Getting used to the right tools & apps. ➤ strategic visioning ➤ planning & execution 	2h	3h	5h
9.6.2	Unit 2: Choosing a Freelancing Platform <ul style="list-style-type: none"> ➤ Freelance platform & become familiar with its workflow ➤ profile, add your portfolio ➤ Start contacting clients. ➤ freelancing websites to apply for jobs & communicate with clients 	2h	3h	5h
9.6.3	Unit 3: Applying to Jobs & Managing Your Work <ul style="list-style-type: none"> ➤ Download apps that will help you communicate effectively with clients. ➤ Grammar & Trello are good options. ➤ choose the platform with its dedicated app. 	2h	3h	5h
9.6.4	Unit 4: Benefits & Limitations of Freelancing with Smartphone <ul style="list-style-type: none"> ➤ Location Independence ➤ Increase in Response Rate ➤ No Extra Burden ➤ Better Focus. ➤ Smartphone may give you a competitive edge in some areas, but it also has certain disadvantages compared to freelancing on a laptop. 	2h	3h	5h
9.6.5	Unit 5: Overview			4h
	Total Hours			24 Hours

SL NO.	Competencies	Hours		
		Theory	Practical	Total
10. Overview of Generic Competency (Soft Skill)				-32
10.5.1	Unit 1: Work in a team Environment: <ul style="list-style-type: none"> ➤ Define team role & scope ➤ Identify individual role and responsibility ➤ Participate in team discussions. 	2h	2h	4h



10.5.2	Unit 2: Demonstrate work values, practice career Professionalism & integrity in the workplace <ul style="list-style-type: none"> ➤ Define the purpose of job, job description, job specification & personal specification ➤ Show respect to works & labor, practice ethic & Professionalism in workplace. ➤ Maintain integrity in personal life & in the workplace. 	4h	2h	6h
10.5.3	Unit 3: Maintain housekeeping & health & safety procedure in the workplace <ul style="list-style-type: none"> ➤ Use personal protective Equipment (PPE) & first aid box in the workplace as per requirement. ➤ Maintain cleanliness in the workplace ➤ Arrange and sort materials, tools & equipment in the workplace ➤ Follow standardizes work process & procedures. 	5h	3h	8h
10.5.4	Unit 4: maintain personal Manner in workplace <ul style="list-style-type: none"> ➤ Show good manner with colleagues & customers/clients ➤ Respect seniors & show empathy to others ➤ Cooperate & help colleagues & customers/clients ➤ Maintain sequence in practical work. ➤ Perform duties & maintain responsibilities in the workplace. ➤ Perform job according to the specification & standard operating procedure (SOP) of the workplace. 	6h	4h	10h
10.5.5	Unit 5: Overview			4h
Total Hours				32
Total Training Hours				600 Hours

25. Time Schedule:

Implementation plan of each batch is follows:

SL. No.	Deliverables	Duration of Assignment (After Signing Contact) (in days)
01	Inception report highlighted with training plan	0-5
02	Campaign, Registration & Trainee Selection	6-20
03	Foundation Training	21-46
04	Assessment test of end of foundation	47-53
05	Specialization Training	54-79
06	Assessment Test end of specialization	80-87
07	Mentoring/ Performing in Marketplace & Ensure employment	88-120
Total Duration		120 days

26. Payment schedule: Payment will be made after every 3 months upon the completion of batches.




27. Qualification Required for Consulting Firm:

The qualification required to be a qualified firm is as follows:

1. The training institute should have 10 years of experience in training and 5 years of practical experience in conducting Freelancing training.
2. The training institute should have experience of outsourcing/freelancing work in international arena as well as experience of working with foreign organizations.
3. The organization should have up-to-date trade license, income tax, VAT payment certificate, audit report of last 3 years along with bank solvency certificate.
4. Should have 5 years of experience in self-financed outsourcing work as well as conducting trainings funded by government institutions. The institution should have training program at the district level under its own management.
5. The current status of income earned by trained youth as freelancing entrepreneurs should be available on the institution's own website after the training implemented by the institution.
6. In order to conduct outsourcing activities, the organization should have its head office in Dhaka and the project area should have a project office with individual high-quality computer labs for conducting such activities at the district level.
7. There should be substantial proof that the training center/lab which is being run at the district level is being run under the respective institute.
8. The institution should have sufficient number of qualified instructors and the instructors should have minimum 5 (five) years of work experience on specific subjects and their own Earning Profile.
9. In order to collect funds of the freelancers the organization should have a PayPal account as payment gateway and submit minimum 03 years of PayPal account statement.
10. During training period minimum 60% trainee accommodation facility needs to be provided by the organization.
11. The organization should be able to ensure employment of at least 60% of the trainees to be a beneficiary of the project.



28. Service Provider Human Resource for each batch:

Serial No:	Designation	Number
Key Expert:		
1.	Trainer	48
2.	Assistant Trainer	48
3.	Course Coordinator (Additional)	24
4.	Course Coordinator	48
5.	Office Assistant	48
	Total	216

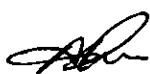
Project management team for head office.

Non-Key Expert:		
6.	Team Leader	1
7.	Training Manager	1
8.	Assistant Training Manager	4
9.	Public Relationship Officer (PRO)	1
10.	Manager	2
11.	Assistant Manager	4
12.	Mentors (Freelancing)	8
13.	Job Placement Officer	4
14.	Computer Operator	8
15.	Soft Skill Trainer	16
	Total	49
	Grand Total	265

Team Requirement Details

Key Expert:

1. Trainer	
Number of Persons	48 Persons



Qualification & Requirements	<ul style="list-style-type: none"> • Master's Degree or BSC in CSE/Information & Communication Technology/Diploma in Graphic Design/Digital Marketing or having training certificate on Graphic Design/Digital Marketing or Equivalent. • At least 5 (five) years' relevant experience in conducting trainings and ability to transfer knowledge in the field of Graphic Design/Digital Marketing. • At least 2-5 years relevant experience in working recognized marketplace with mentionable income record. • Trainers must have BTEB/NSDA Level-3 Certification on Graphics Design for Freelancing or Digital Marketing for Freelancing. • Must have training experiences on relevant field. • Must have the quality of problem solving. • Practical knowledge on respective field.
Job Description	<ul style="list-style-type: none"> • Training should be given on Graphics Design for Freelancing or Digital Marketing for Freelancing. • Have to provide mentorship training to the trainees.

2. Assistant Trainer

Number of Persons	48 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Master's Degree or BSC in CSE/Information & Communication Technology/Diploma in Graphic Design/Digital Marketing or having training certificate on Graphic Design/Digital Marketing or Equivalent. • At least 3 (Three) years' relevant experience in conducting trainings and ability to transfer knowledge in the field of Graphic Design/Digital Marketing. • At least 2-3 years relevant experience in working recognized marketplace with mentionable income record. • Must have training experiences on relevant field. • Must have the quality of problem solving. • Practical knowledge on respective field.
Job Description	<ul style="list-style-type: none"> • Training should be given on graphic design/digital marketing • Have to provide mentorship training to the trainees.

3. Course Coordinator (Additional)

Number of Persons	24 Persons
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Qualification & Requirements	<ul style="list-style-type: none"> • Master's Degree or Graduation in any discipline or Diploma in Computer Science & Engineering • Having at least 5 years of experience in local training logistics management. • Candidate must have to maintain training & operational experiences. • Practical experience in training activities • Must have communication skill. • Must have the quality of problem solving.
Job Description	<ul style="list-style-type: none"> • Have to involve in training coordination. • Help to prepare different training related report and status. • Will maintain liaison with project Office.

4. Course Coordinator

Number of Persons	48 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Master's Degree or Graduation in any discipline or Diploma in Computer Science & Engineering. • Having at least 5 years of experience in local training logistics management. • Candidate must have to maintain training & operational experiences. • Practical experience in training activities. • Must have communication skill. • Must have the quality of problem solving.
Job Description	<ul style="list-style-type: none"> • Have to involve in training coordination. • Help to prepare different training related report and status. • Will maintain liaison with project Office.

5. Office Assistant

Number of Persons	48 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Must have HSC or equivalent degree • At least 2 years of experience to assist office • Having local training logistics/office management experiences • Must have adequate knowledge of computer usage. • Must have the experience on Purchasing goods or products.



	<ul style="list-style-type: none"> • Having good knowledge of organizing office capability.
Job Description	<ul style="list-style-type: none"> • Support colleagues and supervisors as needed. • Arranging supplies for the office as per instruction. • Maintain cleanliness around the office premises.

Non-Key Expert:

6. Team Leader	
Number of Persons	01 Person
Qualification & Requirements	<ul style="list-style-type: none"> • Master's degree, preferably in CSE/Information Technology from recognized University • Having 10 (ten) years of experience in project Management with emphasis on the education Training sector of which at least 5(five) years in Training Projects/Programs. • Working Experience in ICT training or related field will be given preference.
Job Description	<ul style="list-style-type: none"> • The Team Leader is responsible for the day-to-day operational management of the Training • The main task of the assignment is to provide high quality and relevant Training. • Therefore, the PM/TL will lead, guide and support the team with necessary oversight for all related activities including undertaking exchange of views and sharing information with other experts of the Training program and representatives of the Client. • The tasks, among others, will include effective planning, management, coordination and reporting of all work. • Will maintain liaison with project Office.



7. Training Manager	
Number of Persons	1 Person
Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA/BBA degree with at least 05 (Five) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry. • Adequate proven experience in social mobilization & assessment tools, Familiar with Participatory Appraisal tools.
Job Description	<ul style="list-style-type: none"> • Training Manager will be responsible for all the training related affairs including conducting, overseeing and evaluation of training program. • Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with line managers • Draw an overall or individualized training and development plan that addresses needs and expectations • Deploy a wide variety of training methods

8. Assistant Training Manager	
Number of Persons	4 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA/BBA degree. • At least 03 (Three) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry.
Job Description	<ul style="list-style-type: none"> • Assist in designing, implementing, and coordinating training programs based on organizational needs and objectives. This could involve scheduling training sessions, arranging resources, and ensuring program effectiveness. • Help in supervising training center staff, including trainers and administrative personnel. This might involve providing guidance, training, and support to ensure the team delivers high-quality training services. • Assist in managing participant registrations, inquiries, and feedback. Ensuring participants have a positive experience and addressing any concerns or issues they may have during or after training programs.



9. Public Relationship Officer (PRO)	
Number of Persons	1 Person
Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Journalism/Public Administration/Mass communication/International Relationship degree. • At least 2 (Two) years of proven experience of Public Relationship Officer (PRO). • Strong network of media contacts and a track record of successful media placements. • Strategic thinker with the ability to handle multiple projects and crises with composure.
Job Description	<ul style="list-style-type: none"> • Prepare and communicate findings from PR reports, track industry trends, edit promotional materials, Craft, and distribute press releases. • Communicate with internal teams and external media outlets. • Serve as company spokesperson at public-facing events and press conferences.

10. Manager	
Number of Person	2 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA/BBA degree • At least 05 (Five) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry. • Adequate proven experience in social mobilization & assessment tools, Familiar with Participatory Appraisal tools.
Job Description	<ul style="list-style-type: none"> • Prepare and communicate findings from PR reports, track industry trends, edit promotional materials, Craft, and distribute press releases. • Communicate with internal teams and external media outlets. • Serve as company spokesperson at public-facing events and press conferences.

11. Assistant Manager	
Number of Person	4 Persons




Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA/BBA degree. • At least 03 (three) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry.
Job Description	<ul style="list-style-type: none"> • Assist in designing, implementing, and coordinating training programs based on organizational needs and objectives. This could involve scheduling training sessions, arranging resources, and ensuring program effectiveness. • Help in supervising training center staff, including trainers and administrative personnel. This might involve providing guidance, training, and support to ensure the team delivers high-quality training services. • Support the manager in budget planning and management for training programs. This includes tracking expenses, preparing financial reports, and optimizing resource allocation.

12. Mentor	
Number of Persons	8 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Having at least Bachelor in Computer Science/Computer science & Engineering degree with at least 05 (Five) years of proven Experience or Diploma in Computer Science/Computer science & Engineering degree with at least 07 (seven) years of proven Experience or Bachelor degree in any discipline with at least 07 (Seven) years of proven Experience in IT/ITES Industry with Graphic Design or Digital Marketing. • Excellent written and verbal communication skills. • Mature Professional, and yet approachable. Mentors must be willing to share their knowledge and should have a wide range of experience.
Job Description	<ul style="list-style-type: none"> • Have to involve in membership training for Graphics Design, Digital Marketing. • The mentors should share their experience in international outsourcing marketplace. The mentors also should provide support to new freelancers using online grouping/ discussion board, conducting seminar/workshop and session about various aspects of freelance works, share their experience and motivate them to prepare well.

13. Job Placement Officer	
Number of Persons	4 Persons



Qualification & Requirements	<ul style="list-style-type: none"> • Having Bachelor Degree in Public Administration/Mass communication/ International Relationship/ Human Recourse Management. • At least 2 (Two) years of proven Experience of Job Placement Officer. • The applicants should have experience in the following business area(s): Training Institutes, IT Enabled Service, Educational Technology (Edtech) Startup.
Job Description	<ul style="list-style-type: none"> • Organizing job fair in order to create opportunities for the trainees. • Providing personalized guidance to candidates on career options, skill development, and job market trends. • Building and maintaining relationships with employers to understand their hiring needs and preferences. • Tracking and analyzing placement outcomes to assess the effectiveness of training programs and identify areas for improvement.

14. Computer Operator

Number of Person	8 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Having completed HSC/ equivalent degree or Diploma in computer science degree. • At least 02 (Two) years' experience in relevant field. • Typing speed should be Bangla 25 Word Per Minute (WPM) and English 30 Word Per Minute (WPM). • Communication skill in English & Bangla, Good knowledge in both English & Bangla language.
Job Description	<ul style="list-style-type: none"> • Accurately entering data into computer systems using keyboards or other data entry devices. • Creating and formatting documents, reports, and correspondence using word processing software. Both English and Bangla • Organizing, storing, and retrieving electronic files and documents. • Identifying and resolving minor technical issues related to computer hardware or software. • Adhering to established procedures and protocols for data entry, document formatting, and computer operations.

15. Soft Skill Trainer

Number of Persons	16 Persons
Qualification & Requirements	<ul style="list-style-type: none"> • Having at least Bachelor in MBA with at least 05 (Five) years of proven Experience in business development or Bachelor degree in any discipline with at least 07 (Seven) years of proven Experience in IT/ITES Industry in business development.




	<ul style="list-style-type: none"> • Strong leadership and communication skills, with the ability to motivate and inspire a team. • The soft skill trainer must have proven experience of conducting soft skill training including the following skills areas: • Communications Skill: Verbal, Physical & Visual Communication, Writing, Storytelling, Listening, Presentation Skills & Interviewing. • Leadership: Team Building, Strategic Planning, Dispute Resolution, Giving Feedback, Managing Difficult Conversations, Decision Making, Performance Management, Supervising, Managing Remote Teams, Managing Virtual Teams, Crisis Management; • Personal Skills: Self Awareness, Emotion & Stress Management, Self Confidence, Adaptability, Enthusiasm; Creativity: Problem Solving, Innovation, Design Sense; • Professional Skills: Time Management, Technology, Business Trend Diversity Awareness, Knowledge Management, Business Etiquette & Ethics etc.
Job Description	<ul style="list-style-type: none"> • Provide training on soft skill development to improve inter personal communication, leadership quality of the trainees and improve their convincing capabilities. • Designing and developing comprehensive training curriculums • Researching and monitoring the latest industry trends in soft skills training. • Analyzing and evaluating the trainer programs to make sure they are consistent with the curriculum.

29. Training Plan

Training Service Provider (TSP) must consider Educational Culture, convenience of Trainees ICT literacy & expertise at the time of designing training plan. The Service Provider is requested here to submit a detailed "Training Plan" in their technical proposal considering the following:

1. Training Schedule & program details
2. Methods & modalities of training
3. Strategy of ensuring training standards
4. Methodology for evaluating performance
5. Ensuring smart training with latest tools & technologies
6. Innovative, user friendly, & multimedia training materials
7. Team composition, skill and expertise as training provider

30. Expected Deliverables

Considering the scope of services and work of this project, the Service Provider is requested to submit a comprehensive "Deliverables Plan" in their technical proposal describing the methodology and steps/action wise timeline-based deliverables mentioning different formats and types.

For better clarification, some of the deliverable's examples are mentioned below:




1. Inception Report
2. Monthly Progress Reports
3. Reports on Programs
4. Reports on Demand
5. Earning Report of the trainees
6. Final Report
7. Evaluation Report
8. Firm must take attendance record, audio-video record/ Photoshoot of batch wise training program and will upload the pictures at Freelancing training management web application.
9. At least 10 minutes Video Documentary need to develop for overall training program for the particular batch.
10. Training will be upstream in the live.
11. Firm will use the software applications developed by the client for monitoring & supervision and project management activities.

31. Selection Process

The Consultant will be selected in accordance with the Quality and Cost-based Selection (QCBS) method set out in PPA-2006 and PPR-2008.

32. Conclusion:

Through the project, freelancing training will be provided with the aim of engaging 28800 people in employment and self-employment in 48 districts of the country. These trained youth will get employment and self-employment opportunities through freelancing training as they will become self-reliant and contribute to the development of the family including poverty alleviation. Increase in the income of the beneficiary family and other family members will also benefit from the project activities. As a result of the increase in the income of each family, the quality of life will be improved and the children will have the opportunity to read and the social status will also increase. As a result, the reduction of poverty will lead to the development of the society, the development of peace and order in the society and the reduction of anti-social activities. Through this project, the rate of NEET (Not in Education, Employment or Training) youth will decrease.

