



TECHNOSERVE

BUSINESS SOLUTIONS TO POVERTY

This document constitutes a Memorandum of Understanding (MoU) between Ashwattha Advisors Private Limited (AAPL) and Smt. Maniben M.P. Shah Women's College of Arts & Commerce Background

Ashwattha Advisors Private Limited (AAPL), which is a wholly-owned subsidiary of TechnoServe Inc. is conducting a "Skill Set Enhancement and Employability Support for Youth in Urban Slums in Mumbai".

In this connection, AAPL intends to be associated and work closely with Smt. Maniben M.P. Shah Women's College of Arts & Commerce to conduct personal and professional effectiveness training and career counseling sessions for the final year college students. Features of the program are as follows:

1. About 80-hour program including Personal effectiveness (goal setting, interpersonal relationships), Personal Finance, Professional effectiveness (how to choose right career option, how to apply for job, tools-CVs, cover letter- etc.), Business communication (effective communication with co-workers and customers) and Introduction to Industry & Career Orientation (orienting students to jobs matching their skill sets and exposure to a career path).
2. The program also includes individual student counselling during the program as well as post the program and also post placements.
3. Batch size of about 40 students approximately.
4. Sessions of duration 2 hours each to be conducted 5 days/week. Trainings to be conducted for 2 or more batch.
5. Counselling support is available on training days for providing career guidance to students who are enrolled in this program.
6. There is no cost for students to attend above mentioned training
7. Students will be provided a certificate on successful completion of course (Min attendance 90%)
8. Students will be further supported in facilitating linkages with the appropriate vocational training partners and employers for 6 months.

For this purpose, AAPL requires support of the college in the following areas:

1. Facilitating discussions and engagement with the 2017 and 2018 pass out students and current third year degree students. This involves the following:
 - a. Assistance in Batch scheduling with ongoing Final year classes.
 - b. Support in allocating batches (of 40-45 students approximately) per trainer for optimum utilization of resources and training effectiveness.
2. Infrastructure support for the following:
 - a. Training facility (a training room where 45 students could be trained). Training methodology requires some space in the middle of the room for conducting student activities.
 - b. Space for the career counsellor/ trainer who would be available in college on days of training.
 - c. Availability of Computer Lab for one day of excel training
 - d. Projector and speakers on need basis which are required to conduct few video based sessions.
 - e. Require college support to conduct a Parent engagement session in the college premises.
 - f. Provide 100 students for training whom TechnoServe will screen.

Upon a request by AAPL for this support, Smt. Maniben M.P. Shah Women's College of Arts & Commerce has agreed to support and provide the appropriate assistance to AAPL, as mentioned below.

Based on the above, this MOU lays out immediate next steps to be taken by both parties.

AAFL agrees to -

1. Conduct Orientation sessions to make students aware about the program and register their interest.
2. Engage with students and form batches based on Selection criteria for conducting the training program.
3. Conduct the Personal and Professional Skills training program in College premises.
4. Provide career counselling support to students enrolled in this program.
5. Facilitate further linkages with vocational training partners and employers for interested students.
6. Follow up reports of students linked to job opportunities will be provided to the college.
7. Helpline facility will be provided to the students to address their queries during training, post training and post placement.

Smt. Maniben M.P. Shah Women's College of Arts & Commerce agrees to -

1. Make classroom(s) available to train students in batches of 40-45, which should be ideal to cover 2 batches per day. If more students express interest for this period, we may create another batch after this batch. The classroom should be equipped with board and AV system when required.
2. Make table space available for career counseling.
3. Providing one contact point who could be approached for any support (student engagement) related to this program.

This MOU is neither a contract, nor is it legally binding in any way, nor does it commit any financial expenditure from or for either party.

Signed:

(1)



Name: Punit Gupta
Country Director,
TecnoServe

...../...../2018



Name: Dr. Heena Raj
Principal,
(Smt. Maniben M.P. Shah Women's College of
Arts & Commerce)
..25./...01./2018



Youth Employability - Life Skills Curriculum and Timetable

TechnoServe, through the Youth Employability Program provides a transformative workforce readiness skills training for youth to make better career choices and build a strong career path. The program also provides placement support through corporate linkages with large and small firms. Our goal is to tackle the increasing need felt by fresh graduates - to sharpen and improve interview preparedness and make informed career choices after their graduation. Below is the outline of topics that would be covered across 45 sessions of the training. Each session would be at least 2 hours.

1. **Personal and Professional Effectiveness (16 sessions)**
This module is focused on bringing out the inner confidence, goals and passions of student participants, while introducing them to key concepts in goal setting, financial planning and interpersonal skill development. All parts of this module are activity based and case study driven.
 - 1.1. **Program Introduction**
 - Introduction to the program
 - Expectation setting
 - Ground rules
 - 1.2. **Learning Environment and Self Awareness**
 - Career-Counselling Survey
 - Team Work
 - Knowing yourself
 - Spheres of Self awareness
 - Personality Profiles
 - 1.3. **My Motivations (My Values)**
 - Values and Motivation
 - Maslow's Need Hierarchy theory
 - 1.4. **Goal Setting**
 - What are Goals?
 - Different types of Goals
 - Why is Goal Setting Important?
 - SMART Goals Technique
 - Priority and Prioritization
 - Barriers to achievement of goals
 - 1.5. **Communication and Interpersonal Skills**
 - Elements of effective communication
 - Interpersonal relationships
 - Identify and resolve conflicts
 - Personal beliefs regarding division of labor between men and women
 - 1.6. **Communication and Persuasion**
 - Johari Window
 - Persuasion

- 1.7. **Decision making**
 - Ability to describe and apply a decision making model
 - Ability to define and manage decision making influences and consequences
 - Ability to apply creative and critical thinking skills to decision making
 - Ability to define the importance of time management and use time management tools
- 1.8. **Financial Literacy**
 - Financial Personality
 - How can we achieve our savings goal?
 - Different types of financial organizations
 - How to open a bank account?
- 1.9. **Employment and Employability**
 - Ability to define formal and informal employment.
 - Ability to define employability and key employability skills.
 - Ability to write a CV and cover letter

2. Communicative English and Interview Preparation (7 sessions)

This module is focused on introducing students to the basics in professional communication, communication dos' and donts' as well as a conclusive guide to giving interviews and group discussion.

- 2.1. Communicative English - basics and necessary tips to communicate for interviews and the job
- 2.2. Complete Guide to Group Discussions
- 2.3. Complete Guide to Personal Interviews
- 2.4. What are Aptitude Tests? & Professional Networking - a guide for beginners
- 2.5. Vocabulary List for Entry Level Employees

3. Introduction to Industry and Career Orientation (8 sessions)

This module is focused on setting job expectation with the students. The module explores career opportunities relevant to students from commerce background and gives them the reality v/s idealistic check on job markets. It will provide students with an in depth knowledge about different job domains as well as skillsets required to get the job and showcasing the career growth path for each role and domain.

- 3.1. Career Orientation
- 3.2. Introduction to Industry and Customer Support
- 3.3. Orientation to Sales
- 3.4. Orientation to Back-Office roles (HR, Admin and Finance & Accounting)
- 3.5. Computer Literacy - Primer to typing and Microsoft Excel
- 3.6. Mock Personal Interviews
- 3.7. Mock Group Discussion

4. Work Readiness (9 sessions)

This module is focused on addressing the gap the students face while transitioning from campus to corporate as well as inculcating a sense of professionalism in them.

Unit 1 Professionalism

1. Best Practices of Offer Letter Acceptance
2. Joining the Workplace

3. How important is Professionalism
4. Demeanor

Unit 2 Understanding Career Paths

1. Need to plan our career paths
2. Employee Pyramid in corporate sector

Unit 3 Surviving Year 1

1. Maintaining a positive attitude before joining the workplace
2. Preventing a gap year

Unit 4 Work Ethics, Feedback and Performance Appraisal

1. Meaning of Work Ethics
2. Criteria for performance appraisal
3. Giving and Receiving feedback

Unit 5 Email Etiquettes

1. Basics to email Writing
2. Common abbreviations & common mistakes while writing emails

Unit 6 Working in a Group

1. Assertive style of Communication
2. Team Meetings

Unit 7 Presentations

5. Career Counselling

2 session

This module is focused on guiding students both individually and in group and giving them the real picture of job market as well as making sure that the skills that our students possess match with their interest areas for jobs and try to bridge the gap as much as possible.

- 5.1. In-training Counselling (2 sessions per student) with Group and Individual Counselling approaches. Here a career counselling survey will be administered at the start of the training
- 5.2. Post-training Counselling
- 5.3. Pre- and Post- Placement Counselling
- 5.4. Helpline Services