Model Curriculum

QP Name: Field Sales Executive

QP Code: TEL/Q0200

QP Version: 4.0

NSQF Level: 3

Model Curriculum Version: 1.0

Telecom Sector Skill Council
Estel House, 3rd Floor, Plot No: - 126, Sector 44
Gurugram, Haryana 122003

Table of Contents

Training Parameters

Sector	Telecom
Sub-Sector	Service Provider
Occupation	Sales and Distribution – Service Segment
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5243.0501
Minimum Educational Qualification & Experience	Grade 9 **OR** Grade 8 pass and pursuing continuous schooling in regular school with vocational subject **OR** 8th grade pass with 1-year relevant experience **OR** 5th grade pass with 4-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	27/01/2022
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
QP Version	4.0
Model Curriculum Creation Date	27/01/2022
Model Curriculum Valid Up to Date	27/01/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	420 Hours, 0 Minutes
Maximum Duration of the Course	420 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.
- Strategize for brand visibility and maximizing the retailer base
- Enrol new retailers and increase retailer base
- Optimize resources, work efficiently and adhere to safety standards
- Interact effectively with others while being sensitive of gender and persons with disabilities

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**20:00**	**10:00**	**00:00**	**00:00**	**30:00**
Module 1: Introduction to the role of a Field Sales Executive	20:00	10:00	00:00	00:00	30:00
TEL/N0216 – Prepare and plan to achieve sales targets NOS Version No. 2.0 NSQF Level 3	**20:00**	**30:00**	**40:00**	**00:00**	**90:00**
Module 2: Interact with Retailers	20:00	30:00	40:00	00:00	90:00
TEL/N0217 – Perform activities to enroll new customers NOS Version No. 2.0 NSQF Level 3	**20:00**	**30:00**	**40:00**	**00:00**	**90:00**
Module 3: Expand the Retailer Base	20:00	30:00	40:00	00:00	90:00
TEL/N0218 – Sell broadband subscriptions NOS Version No. 2.0 NSQF Level 3	**40:00**	**40:00**	**40:00**	**00:00**	**120:00**
Module 4: Sell broadband subscriptions	40:00	40:00	40:00	00:00	120:00
TEL/N9101 – Organise work and resources as per health and safety standards NOS Version No. 1.0 NSQF Level 4	**10:00**	**20:00**	**00:00**	**00:00**	**30:00**
Module 5: Plan Work Effectively, Optimise Resources and Implement Safety Practices	10:00	20:00	00:00	00:00	30:00

TEL/N9102 – Interact effectively with team members and customers **NOS Version No. 1.0** **NSQF Level 4**	**10:00**	**20:00**	**00:00**	**00:00**	**30:00**
Module 6: Communication and Interpersonal Skills	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0101 Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
Total Duration	**150:00**	**150:00**	**120:00**	**00:00**	**420:00**

Module Details

Module 1: Introduction to the Role of Field Sales Executive
Bridge Module

Terminal Outcomes:

- Describe the role and responsibilities to be performed by a field sales executive.
- Explain the scope of work for a field sales executive.

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the role and responsibilities of a field sales executive. - Describe the size and scope of the Telecom industry and its various sub-sectors. - Discuss the various opportunities for a field sales executive in the Service Provider sub-sector. - Discuss organisational policies on incentives, delivery standards, personnel management and public relations (PR) pertinent to the job role. - Describe the process workflow in the organization and the role of field sales executive in the process. - List the various daily, weekly, monthly operations/activities that take place at the site under a field sales executive.	- Evaluate the role of a field sales executive by visiting a work site and interacting with colleagues and seniors. - Describe the importance of splitting sales target. - Analyse the requirements of the course and prepare as per the pre-requisites of the course. - Identify and improve soft skills by - formal training and perform the SWOT analysis.
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Documents of standard operating procedures, code of conduct, checklists, schedules, tools and equipment, status report	

Module 2: Interact with Retailers
Mapped to TEL/N0216

Terminal Outcomes:

- Plan and visit retailers to achieve sales targets

Duration: *20:00*	Duration: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the importance of personal grooming and hygiene. - Explain importance of maintaining query log, feedback and referrals of customers. - Highlight features, strengths and benefits of the products and latest schemes/offers applicable for retailers. - Discuss some open ended and close ended questions ask customers. - Evaluate strategies to reach/meet/influence the most retailers possible and generate sales leads. - Describe the different types of merchandising products and services offered by the organization. - State the importance of creating brand visibility at a retailer's outlet. - Explain how to monitor retailer card/register for secondary/tertiary sales data. - Distinguish between different types of selling such as line selling and range selling. - Explain know your customer (KYC) guidelines and norms as per Telecom Regulatory Authority of India (TRAI). - Describe the importance of continuously motivating the retailers for achieving high sales targets. - Analyse latest trends and sales strategies trending in the market. - Enquire about the product needs of the retailers and analyse their outlets. - List the considerate factors to categorize customers for follow ups.	- Analyse sales target received from territory sales manager. - Use effective ways of communication with superiors to achieve sales targets. - Inspect stock and merchandise and report any damages/anomalies to the authorities. - Check Business Health Report (BHR) of retailers created as per the standards formatsor organizational system software to analyse their sales and growth. - Assist the retailer in filling plan details, customer details and other required documents. - Follow pre-defined routes and beat plan while going into the field. - Calculate month till date (MTD) sales by applying basic arithmetic and numeric calculations. - Demonstrate recording customers' documents details after checking TAG availability. - Perform steps to compile daily reports along with the unresolved concerns for validation by Territory Sales Manager (TSM). - Describe different payment collection methods to the retailers.
Classroom Aids:	
Laptop, white board, marker, projector	

Tools, Equipment and Other Requirements
Product manuals, customer registration form, customer feedback form, merchandises, sales record book
Laptop with software such as MS Office and CRM
Laptop, white board marker, projector
Protective Equipment: Fire Drill Accessories, first aid kit, different types of fire extinguisher.

Terminal Outcomes:

- Plan activities to increase the retailer base and width of distribution

Duration: *20:00*	Duration: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the outlet selection guidelines for identifying new retail outlets to promote products. - Explain the sales value proposition and associated processes to the retail outlet's owner. - List the steps of calculating return on investment (ROI) as typically advised by the Telecom industry's sales sub-sector. - State the importance of communicating and complying with merchandising/ visibility norms at a retailer's outlet. - State the various procedures and guidelines for mobile number activation process, along with KYC norms and TRAI guidelines. - Explain the enrolment formalities for the different products/services. - List all the relevant documents required for the mobile number activation. - Discuss some common retailers' complaints and their solutions.	- Communicate effectively and follow business customs and etiquette while interacting with the owners of retail outlets. - Calculate return on investment (ROI) for retailers. - Highlight various features and processes of different products/services vis-à-vis competitor's products. - Use various merchandising elements to display the product at the retailer outlet. - Illustrate the correct method to activate a customer's a mobile number using a mobile handset. - Verify the retailer enrolment form to rectify any discrepancy. - Describe the functioning of SIM card by giving demo.
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Sample customer enrolment form, demo SIM card, product manuals, customer registration form, customer feedback form, merchandises, sales record book Laptop with software such as MS Office and CRM Laptop, white board marker, projector Protective Equipment: Fire Drill Accessories, first aid kit, different types of fire extinguisher.	

Module 4: Sell broadband subscriptions
Mapped to TEL/N0218

Terminal Outcomes:
- Plan for selling broadband subscriptions

Duration: *40:00*	Duration: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify customer requirements and analyse their needs - Describe the importance of selecting suitable sales strategies as per the requirement/context. - Explain the need and impact of effective communication/interaction with the customers. - Present the USPs, strengths and feature advantage benefits (FAB) of the products. - State the importance all promotional methods such as brochures, social media, hoardings etc. to create product awareness. - Explain different financial options for payments. - Discuss reasons for compliance/technical issues in CEFs with the retailers. - List the important factors to identify high profile customers.	- Procure and analyse manufacturer and organization data. - Develop sales plan after analysing market/ geographical data to achieve salestarget. - Visit the target area and customers as per the pre-defined plan. - Visit the retailer outlet to collect Customer Enrolment Forms (CEF). - Exhibit the steps to assist customer/s in selecting the best plans and resolve any objections raised to ensure their satisfaction. - Use different techniques to identify usage pattern and needs.

Classroom Aids:
Laptop, white board, marker, projector

Tools, Equipment and Other Requirements
Sample customer enrolment form, demo SIM card, product manuals, customer registration form, customer feedback form, merchandises, sales record book
Laptop with software such as MS Office and CRM
Laptop, white board marker, projector
Protective Equipment: Fire Drill Accessories, first aid kit, different types of fire extinguisher.

Terminal Outcomes:

- Explain how to plan work effectively, implement safety practices and Optimise use of resources.

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- List the recent skills and technologies prevalent in the telecom industry. - Discuss the commonly occurring problems with their causes and solutions. - State the importance of keeping the workplace clean, safe and tidy. - List different types of hazards and the procedure to report it to the supervisor. - List the precautionary steps one needs to follow while handling hazardous materials. - State the importance of participating in fire drills and other safety workshops. - Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. - List the different methods of cleaning, disinfection, sanitization, etc. - Discuss the importance of self-quarantine or self-isolation. - Explain the path of disease transmission. - Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps, if any. - Explain the ways to optimize usage of resources. - Discuss various methods of waste management and disposal. - List the different categories of waste for the purpose of segregation. - Differentiate between recyclable and non-recyclable waste. - State the importance of using appropriate color dustbins for different types of waste. - Discuss the common sources of pollution and ways to minimize it.	- Prepare a time schedule to complete the tasks on the given time. - Demonstrate the use of safety equipment such as goggles, gloves, ear plugs, shoes, etc. - Demonstrate the correct postures while working and handling hazardous materials at the workplace. - Demonstrate how to evacuate the workplace in case of an emergency. - Show how to sanitize and disinfect one's work area regularly. - Demonstrate the correct way of washing hands using soap and water. - Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. - Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. - Demonstrate warning labels, symbols and other related signages. - Perform basic checks to identify any spills and leaks and that need to be plugged /Stopped. - Demonstrate different disposal techniques depending upon different types of waste. - Employ different ways to clean and check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. - Demonstrate ways for efficient utilization of material and water.
Classroom Aids	
White board/ black board marker / chalk, Duster, Computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	

Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher and First aid kit

Module 6: Interact Effectively with Team Members and Customers
Mapped to TEL/N9102 v1.0

Terminal Outcomes:

- Discuss how to communicate effectively and develop interpersonal skills
- Explain the importance of developing sensitivity towards differently abled people

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of following the standard operating procedures of the company w.r.t priority, confidentiality and security. - Explain the standard procedure of communication and escalations of issues at the workplace. - Discuss the importance of timely rectification of issues. - State the importance of coordinating and resolving conflicts with the team members to achieve smooth workflow. - Discuss about the different types of disabilities with their respective issues. - List health and safety requirements for persons with disability. - Describe the rights, duties and benefits available at workplace for person with disability. - Explain the process of recruiting people with disability for a specific job. - Discuss the specific ways to help people with disability to overcome the challenges.	- Use different modes of communication as per requirement and need. - Prepare a sample report of the commonly occurring errors and their solutions. - Demonstrate the use of gender and PwD (Person with Disability) inclusive language. - Prepare a list of institutes and government schemes that help PwD in overcoming challenges. - Demonstrate the ideal behavior with a PwD in an organization.
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organization structure	

Module 7: On-the-Job Training
Mapped to Field Sales Executive

Mandatory Duration: *120:00*	Recommended Duration: *00:00*
Location: On-Site	

Terminal Outcomes

1. Study sales target.

2. Communicate with superiors to achieve sales targets.

3. Examine stock and merchandise and report any damages/anomalies to the authorities.

4. Support the retailers in filling plan details, customer details and other required documents.

5. Adhere to pre-defined routes and beat plan.

6. Compute month till date (MTD) sales.

7. Record customers' documents details.

8. Collect daily reports along with the unresolved concerns.

9. Identify the payment collection methods to the retailers.

10. Work as per business customs and etiquette while interacting with retailers.

11. Estimate return on investment (ROI) for retailers.

12. Emphasize on features and processes of different products/services.

13. Apply various merchandising elements to display the product at the retailer outlet.

14. Demonstrate the correct method to activate a customer's mobile number using a mobile handset.

15. Obtain manufacturer and organization data.

16. Build a sales plan after analyzing market/geographical data to achieve sales targets.

17. Plan to visit the target area and customers as per the pre-defined plan.

18. Plan to visit the retail outlet to collect Customer Enrolment Forms (CEF).

19. Assist customer/s in selecting the best plans.

20. Resolve any objections raised to ensure their satisfaction.

21. Apply different techniques to identify usage patterns and needs.

Module 8: DGT/VSQ/N0101 Employability Skills (30 hours)
Mapped to Field Sales Executive

Mandatory Duration: *30:00*

Location: On-Site

S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	• Discuss the importance of Employability Skills in meeting the job requirements.	1
2.	Constitutional values - Citizenship	• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. thatare required to be followed to become a responsible citizen. • Show how to practice different environmentally sustainable practices.	1
3.	Becoming a Professional in the 21st Century	• Discuss 21st century skills. • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.	1
4.	Basic English Skills	• Use appropriate basic English sentences/phrases while speaking.	2
5.	Communication Skills	• Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team.	4
6.	Diversity & Inclusion	• Show how to conduct oneself appropriately with all genders and PwD. • Discuss the significance of reporting sexual harassment issues in time.	1
7.	Financial and Legal Literacy	• Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws.	4
8.	Essential Digital Skills	• Show how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely.	3
9.	Entrepreneurship	• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges.	7
10.	Customer Service	• Differentiate between types of customers. • Explain the significance of identifying customer needs and addressing them. • Discuss the significance of maintaining hygiene and dressing appropriately.	4
11	Getting ready for apprenticeship & Jobs	• Create a biodata. • Use various sources to search and apply for jobs. • Discuss the significance of dressing up neatly and maintaining hygiene for an interview. • Discuss how to search and register for apprenticeship opportunities.	2

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
Note: Above Tools &Equipment not required, if Computer LAB is available in the institute.		

Annexure

Trainer Requirements
(Field Sales Executive)

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Stream	1	Telecom/Retail	0	NA	Eligible for ToT Program

Trainer Certification	
Domain Certification	Platform Certification
Job Role: "Field Sales Executive Level 3" "TEL/Q0200 v2.0", Minimum accepted score is 80%	Job Role: "Trainer", "MEP/Q2601 v1.0", Minimum accepted score is 80%

Assessor Requirements (*Field Sales Executive*)

Assessor Pre-requisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Stream	1	Telecom/Retail	0	NA	Eligible for ToA Program

Assessor Certification	
Domain Certification	Platform Certification
Job Role: "Field Sales Executive Level 3", "TEL/Q0200" v2.0, Minimum accepted score is 80%	Job Role: "Assessor", "MEP/Q2701", Minimum accepted score is 80%

Trainer Requirements (Employability Skills 30 hours)

Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainer should:
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					• have good communication skills
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					• be well versed in English • have digital skills • have attention to detail
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					• be adaptable • have willingness to learn

Trainer Certification	
Domain Certification	**Platform Certification**
Certified in 30-hour Employability NOS (2022), with a minimum score of **80%** **OR** Certified in 120- OR 90- OR 60-hour Employability NOS (2022), with a minimum score of **80%**	NA

Master Trainer Requirements (Employability Skills 30 hours)

Master Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers	Prospective ES Master trainer should: • have good communication skills • be well versed in English • have basic digital skills • have attention to detail • be adaptable • have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
Certified Master Trainer	Qualification Pack: Master Trainer (MEP/Q2602			3	EEE training of Management SSC (MEPSC) (155 hours)	

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 30-hour Employability NOS (2022), with a minimum score of **90%.** **OR** Certified in 120- OR 90- OR 60-hour Employability NOS (2022), with a minimum score of **90%**	NA

Assessment Strategy

1. Assessment System Overview:
   - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
   - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
   - Assessment agency deploys the ToA certified Assessor for executing the assessment
   - SSC monitors the assessment process & records

2. Testing Environment:
   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP.
   - Check the duration of the training.
   - Check the Assessment Start time and End time to be as 10 a.m. and 5 p.m. respectively.
   - If the batch size is more than 30, then there should be 2 Assessors.
   - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:
   - Question papers are created by the Subject Matter Experts (SME).
   - Question papers created by the SME are verified by the other subject Matter Experts.
   - Questions are mapped with NOS and PC.
   - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled personnel, supervisor & higher management.
   - Assessor must be ToA certified & trainer must be ToT Certified.
   - Assessment agency must follow the assessment guidelines to conduct the assessment.

4. Types of evidence or evidence-gathering protocol:
   - Time-stamped & geotagged reporting of the assessor from assessment location
   - Centre photographs with signboards and scheme specific branding
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
   - Surprise visit to the assessment location
   - Random audit of the batch
   - Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored.
   - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage.
   - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives.

Assessment Strategy (Employability Skills 30 hours)

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, therespective AB can conduct the assessments as per their requirements.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.
TRAI	Telecom Regulatory Authority of India

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SOP	Standard Operating Procedures
USP	Unique Selling Proposition
PPE	Personal Protective Equipment
TRAI	Telecom Regulatory Authority of India
PwD	Persons with Disabilities
FAB	Feature Advantage Benefits
KYC	Know Your Customer
TSM	Territory Sales Manager
TAG	Technical Activity Guide
ES	Employability Skills