

LEARNING MODULE-	Logo of TVET Provider
<b>TVET-PROGRAMME TITLE:</b>	Level-IV
<b>MODULE TITLE:</b> Managing and Maintaining Small/Medium Business Operations	
<b>MODULE CODE</b>	
<b>NOMINAL DURATION:</b> 35hours	
<b>MODULE DESCRIPTION:</b> This module covers the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed. This unit covers knowledge, skills and attitude required in running Micro, Small and Medium enterprises. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed. d.	
<b>LEARNING OUTCOMES</b> At the end of the module the learner will be able to: <b>LO1.</b> Develop and communicate Strategic work plan <b>LO2.</b> Identify daily work requirements and Develop effective work habits <b>LO3.</b> Manage Marketing of MSMEs <b>LO4.</b> Manage Human Resources <b>LO5.</b> Manage production and Operation <b>LO6.</b> Maintain financial records and use for decision making <b>LO7.</b> Monitor, Manage and Evaluate work performance	
<b>MODULE CONTENTS:</b> <b>LO1. Develop and communicate Strategic work plan</b> <ul style="list-style-type: none"> <li>1.1 Importance of planning</li> <li>1.2 Basics of planning</li> <li>1.3 Measurable and realistic short-term business objective</li> <li>1.4 Developing realistic activities plans and schedule.</li> <li>1.5 Major components of work plan</li> <li>1.6.Importance of constantly reviewing plans</li> </ul> <b>LO2. Identify daily work requirements and Develop effective work habits</b> <ul style="list-style-type: none"> <li>2.1. Basic concept of effective working culture</li> <li>2.2.Different approaches to work culture</li> <li>2.3. identifying work requirements considering resources &amp; constraints</li> <li>2.4. prioritizing Work activities on <ul style="list-style-type: none"> <li>2.4.1 Business needs</li> <li>2.4.2 Requirements and deadlines.</li> </ul> </li> <li>2.5. Allocating work to relevant staff or contractors</li> <li>2.6..Time management strategies</li> <li>2.7. Identified work and personal priorities</li> </ul>	

- 2.8. seeking Inputs from internal and external sources
- 2.9 Using inputs to develop and refine new ideas and approaches
- 2.10. Responding to business or inquiries promptly and effectively.
- 2.11. presenting Information in appropriate format

### **LO3. Manage Marketing of MSMEs**

- 3.1. Analyzing Information on market and business needs
- 3.2. Identifying market opportunities.
- 3.3. Evaluating marketing mix and components.
- 3.4. Determining marketing mix for specific target market.
- 3.5. Monitoring marketing mix and adjusting continually.

### **LO4. Manage Human Resources**

- 4.1. Human resource rules, regulations law and procedures.
- 4.2. Auditing and identifying human resource is gaps.
- 4.3. conducting recruitment and selection.
- 4.4. Orienting and placing candidates
- 4.5. Appraisal of employees' performance
- 4.6. Using appraisal results for training, promotion, disciplinary measures
- 4.7. Maintaining employee relations.

### **LO5. Manage production and Operation**

- 5.1. Developing and implementing production /operation plan
- 5.2. purchasing inputs and maintaining adequate inventories .
- 5.3. Checking and controlling production /operation process.
- 5.4. Applying and maintaining quality control

### **LO6. Maintain financial records and use for decision making**

- 6.1 Objective and benefits of financial records
- 6.2 Identifying and recording asset, liabilities and capital.
- 6.3 Balance sheet and different journals
- 6.4. Business transactions
- 6.5. Maintaining daily financial records.
- 6.6. preparing and distributing Invoices and payments.
- 6.7. collecting or following-up Outstanding accounts.
- 6.8. Revenue, expense and costs.
- 6.9. Different ledgers and subsidiary ledgers.
- 6.10. Preparing profit and loss report
- 6.11. conducting financial interpretation with appropriate person
- 6.12. Preparing financial manual.

**LO7. Monitor, Manage and Evaluate work performance**

- 7.1. Coordinating People, resources and/or equipment
- 7.2. Business goals
- 7.3. communicating Staff, clients and/or contractors
- 7.4. Applying problem solving techniques.
- 7.5. Monitoring Opportunities for improvements.
- 7.6. Adjusting work schedules
- 7.7. Communicating and recording Proposed changes.
- 7.8. using relevant codes of practice.

LEARNING METHODS:				
For None Impaired Trainees	Reasonable Adjustment for Trainees with Disability (TWD)			
	Low Vision and Blind	Deaf	Hard of hearing	Physical impairment
<b>Lecture discussion</b>	<ul style="list-style-type: none"> <li>❖ Provide large print text</li> <li>❖ Prepare the lecture in Audio/video &amp; in Brail format</li> <li>❖ Organize the class room seating arrangement to be accessible to trainees</li> <li>❖ Write short notes on the black/white board using large text</li> <li>❖ Make sure the luminosity of the light of class room is kept</li> <li>❖ Use normal tone of voice</li> <li>❖ Encourage trainees to record the lecture in audio format</li> <li>❖ Provide Orientation on the physical feature of the work shop</li> <li>❖ Summarize main points</li> </ul>	<ul style="list-style-type: none"> <li>❖ Assign sign language interpreter</li> <li>❖ Arrange the class room seating to be conducive for eye to eye contact</li> <li>❖ Make sure the luminosity of the light of class room is kept</li> <li>❖ Introduce new and relevant vocabularies</li> <li>❖ Use short and clear sentences</li> <li>❖ Give emphasis on visual lecture and ensure the attention of the trainees</li> <li>❖ Avoid movement during lecture time</li> <li>❖ Present the lecture in video format</li> <li>❖ Summarize main points</li> </ul>	<ul style="list-style-type: none"> <li>❖ Organize the class room seating arrangement to be accessible to trainees</li> <li>❖ Speak loudly</li> <li>❖ Ensure the attention of the trainees</li> <li>❖ Present the lecture in video format</li> <li>❖ Ensure the attention of the trainees</li> </ul>	<ul style="list-style-type: none"> <li>❖ Organize the class room seating arrangement to be accessible for wheelchairs users.</li> <li>❖ Facilitate and support the trainees who have severe impairments on their upper limbs to take note</li> <li>❖ Provide Orientation on the physical feature of the work shop</li> </ul>

<b>Demonstration</b>	<ul style="list-style-type: none"> <li>❖ Conduct close follow up</li> <li>❖ Use verbal description</li> <li>❖ Provide special attention in the process of guidance</li> <li>❖ facilitate the support of peer trainees</li> <li>❖ Prepare &amp; use simulation</li> </ul>	<ul style="list-style-type: none"> <li>❖ use Sign language interpreter</li> <li>❖ Use video recorded material</li> <li>❖ Ensure attention of the trainees</li> <li>❖ Provide structured training</li> <li>❖ Show clear and short method</li> <li>❖ Use gesture</li> <li>❖ Provide tutorial support (if necessary)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Illustrate in clear &amp; short method</li> <li>❖ Use Video recorded material</li> <li>❖ Ensure the attention of the trainees</li> <li>❖ Provide tutorial support (if necessary)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Facilitate and support the trainees having severe upper limbs impairment to operate equipments/ machines</li> <li>❖ Assign peer trainees to assist</li> <li>❖ Conduct close follow up</li> <li>❖ Provide tutorial support (if necessary)</li> </ul>
<b>Group discussion</b>	<ul style="list-style-type: none"> <li>❖ Facilitate the integration of trainees with group members</li> <li>❖ Conduct close follow up</li> <li>❖ Introduce the trainees with other group member</li> <li>❖ Brief the thematic issues of the work</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use sign language interpreters</li> <li>❖ Facilitate the integration of trainees with group members</li> <li>❖ Conduct close follow up</li> <li>❖ Introduce the trainees with other group member</li> </ul>	<ul style="list-style-type: none"> <li>❖ Facilitate the integration of trainees with group members</li> <li>❖ Conduct close follow up</li> <li>❖ Introduce the trainees with other group member</li> <li>❖ Inform the group members to speak loudly</li> </ul>	<ul style="list-style-type: none"> <li>❖ Introduce the trainees with their peers</li> </ul>

<b>Exercise</b>	<ul style="list-style-type: none"> <li>❖ Conduct close follow up and guidance</li> <li>❖ Provide tutorial support if necessary</li> <li>❖ provide special attention in the process</li> </ul>	<ul style="list-style-type: none"> <li>❖ Conduct close follow up and guidance</li> <li>❖ Provide tutorial support if necessary</li> <li>❖ provide special attention in the process/practical training</li> <li>❖ Introduce new and relevant vocabularies</li> </ul>	<ul style="list-style-type: none"> <li>❖ Conduct close follow up and guidance</li> <li>❖ Provide tutorial support if necessary</li> <li>❖ provide special attention in the process/ practical training</li> </ul>	<ul style="list-style-type: none"> <li>❖ Assign peer trainees</li> <li>❖ Use additional nominal hours if necessary</li> </ul>
<b>Individual assignment</b>	<ul style="list-style-type: none"> <li>❖ prepare the assignment questions in large text/Brail</li> <li>❖ Encourage the trainees to prepare and submit the assignment in large texts/Brail</li> <li>❖ Make available recorded assignment questions</li> <li>❖ Facilitate the trainees to prepare and submit the assignment in soft or hard copy</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use sign language interpreter</li> <li>❖ Provide briefing /orientation on the assignment</li> <li>❖ Provide visual recorded material</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide briefing /orientation on the assignment</li> <li>❖ Provide visual recorded material</li> </ul>	

### ASSESSMENT METHODS:

<b>Interview</b>		<ul style="list-style-type: none"> <li>❖ Use sign language interpreter</li> <li>❖ Ensure or confirm whether the proper communication was conducted with the trainee through the service of the sign language interpreter</li> <li>❖ Use short and clear questioning</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Speak loudly</li> <li>❖ Using sign language interpreter if necessary</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use written response as an option for the trainees having speech challenges</li> </ul>
<b>Written test</b>	<ul style="list-style-type: none"> <li>❖ Prepare the exam in large texts/Brail</li> <li>❖ Use interview as an option if necessary</li> <li>❖ Prepare the exam in audio format</li> <li>❖ Assign human reader (if necessary)</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepare the exam using short sentences, multiple choices, True or False, matching and short answers</li> <li>❖ Avoid essay writing</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepare the exam using short sentences, multiple choices, True or False, matching and short answers if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use oral response as an option to give answer for trainees having severe upper limb impairment</li> <li>❖ Time extension for trainees having severe upper limb impairment</li> </ul>
<b>Demonstration/ Observation</b>	<ul style="list-style-type: none"> <li>❖ Brief the instruction or provide them in large text/Brail</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Use sign language interpreter</li> <li>❖ Brief on the instruction of the exam</li> <li>❖ Provide activity-based/ practical assessment method</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide activity based assessment</li> <li>❖ Brief on the instruction of the exam</li> <li>❖ Use loud voice</li> <li>❖ Time extension</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provide activity based assessment</li> <li>❖ Conduct close follow up</li> <li>❖ Time extension</li> </ul>

## **Assessment criteria**

### **LO1. Identify daily work requirements**

- Work requirements are identified for a given time period by taking into consideration resources and constraints.
- Work activities are prioritized based on business needs, requirements and deadlines.
- If appropriate, work is allocated to relevant staff or contractors to optimize efficiency

### **LO2 Monitor and manage work**

- People, resources and/or equipment are coordinated to provide optimum results.
- Staff, clients and/or contractors are communicated within a clear and regular manner, to monitor work in relation to business goals or timelines.
- Problem solving techniques are applied to work situations to overcome difficulties and achieve positive outcomes

### **LO3. Develop effective work habits**

- Work and personal priorities are identified and a balance is achieved between competing priorities using appropriate time management strategies.
- Input from internal and external sources is sought and used to develop and refine new ideas and approaches.
- Business or inquiries is/are responded to promptly and effectively.
- Information is presented in a format appropriate to the industry and audience.

### **LO4. Interpret financial information**

- Relevant documents and reports are identified.
- Documents and reports are read and understood and any implications discussed with appropriate persons.
- Data and numerical calculations are analyzed, checked, evaluated, organized and reconciled.
- Daily financial records and cash flow are maintained correctly and in accordance with legal and accounting requirements.
- Invoices and payments are prepared and distributed in a timely manner and in accordance with legal requirements.
- Outstanding accounts are collected or followed-up on.

### **LO5. Evaluate work performance**

- Opportunities for improvements are monitored according to business demands.
- Work schedules are adjusted to incorporate necessary modifications to existing work and routines or changing needs and requirements.
- Proposed changes are clearly communicated and recorded to aid in future planning and evaluation.



## Annex: Resource Requirements

Managing and Maintain Small/Medium Business Operations				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
<b>A.</b>	<b>Learning Materials</b>			
1	TTLM.	Prepared by the trainer	25	1:1
2	Textbook		25	1:1
3	Reference book			
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>			
1	Lecture room / work shop	5m*5m	1	1:25
2	Library	10m*10m	1	1:25
<b>C.</b>	<b>Consumable Materials</b>			
1	Copy paper	A4 size	5 rim	1:5
<b>D.</b>	<b>Tools and Equipments</b>			