'Digital Champions' Program | Frequently Asked Questions

Project Tools:

1. Do I have to return the Jio SIM after program completion? Can I continue using it even after the program?

   Yes, you can continue using the SIM after the program. However, you will have to recharge using any of Jio's recharge plans once your free plan expires at the end of the Digital Champions Program.

2. What is Microsoft Kaizala?

   *Microsoft Kaizala is a **free to use** business communication software. Microsoft Kaizala app is available for both Android and iOS phones. All participants will have to download and register on the Kaizala app as it will be the primary medium of communication with and from Jio. On Kaizala, you will be able to upload and submit your project deliverables to Jio and receive communication on additional learning materials.*

3. What is JioChat? What role it will play in this program?

   *Jio Chat is a **free to use** Messenger App of Jio which is available for both Android and iOS phones. All participants will have to download and subscribe to 'Digital Champions' channel within JioChat App as it will be used for query management for this program. It's a private channel so only participants of the Digital Champions program would be able to subscribe to this channel post approval from the channel admin. Please ensure you are signing up on JioChat using your existing Jio number or with the Jio number provided on the day of induction.*

SMB Interaction:

4. What will I actually do in the program?

   'Digital Champions' Program is designed as a pragmatic learning program that rests on the philosophy of learning by doing. Students would be required to:

   - *Study the SMB sectors of their choice*
   - *Formulate hypotheses*
   - *Conduct field visits to collect relevant data points*
   - *Analyze the data points, synthesize findings and finally derive insights.*

   Students are expected to pick up significant analytical, communication, research and interpersonal skills at the end of their projects.

5. Which SMB sectors can I connect with?

   For the list of SMB sectors, you can refer to the training and program deliverables documents. It lists down 50 SMB sectors across manufacturing and services. You can connect with SMBs across multiple sectors.

6. Will Jio help me in arranging discussions?

   We have already covered the various approaches during the training videos that will help you identify SMBs in and around your location. We have also shared the various sources leveraging which you can develop a list of prospective SMBs and guided you on how to conduct the discussions through our training videos. Now we encourage you to do secondary research on the SMB sectors of your choice. Secondary research on your SMB sectors is part of the learning

program which will give you a good understanding of your SMB sector. However, you will have to arrange meetings with relevant stakeholders on your own.

7. Is there any suggested list of SMBs I should connect with? Any database for reference?

We have already shared an approach to look for SMBs around your preferred location in the induction. Post induction, we expect you to do secondary research on the SMB sectors of your choice and network with your family and friends to prepare a list of SMBs whom you can contact.

8. Do I need to take a printout of the forms and fill them manually while interacting with the SMBs?

*Yes, you need to take a print-out of the workbook which was shared with you in your program kit. This has to be filled manually during the interaction. Once your interaction is complete, please refer to your notes and fill the **SMB Details** form (along with establishment picture) and **SMB Digital Maturity** questionnaire on the Kaizala app and submit. For the **Know your SMB** questionnaire, you just need to click a picture of your manual notes and upload on the Kaizala app. For details, please refer to the program deliverables presentation.*

9. The SMB personnel refused to answer some of the questions in the forms. What should I do?

In such a case, please submit your deliverables with the questions for which you have been able to get answers.

10. How many interactions will I have to do during the project?

You would be required to do at least 40 interactions - 24 interactions of the SMB owners and 16 interactions of relevant stakeholders in the value chain over a period of 5 weeks for successful completion of your project

11. Is there a requirement of minimum interactions for each week?

*Yes, you will have to do at least **8** interactions in a week in order to be counted as an active participant in the program. Please remember you will have to complete at least **40** interactions for successful completion of your project*

12. What kind of establishments should I interact with?

You are expected to interact with SMB firms who are doing business in your sector of choice. There is no restriction to the number of SMB sectors you can focus on during the program.

13. Can I interact with multiple employees from the same SMB?

You can speak to as many employees from an SMB as you want to gain a better understanding of that SMB's business and challenges. However, please note that even if you speak to multiple people from an SMB, you have to consolidate all their responses before submitting and it will count as one interaction only when you submit on Kaizala app.

14. How will these establishments know that I am meeting them for genuine training purposes?

Jio will provide you with a Letter of Introduction on the Jio letterhead stating that you are a participant in 'Digital Champions', a digital learning program conducted by Jio. You would be required to carry a copy of this letter with you, along with your college ID card, during your interactions.

15. What if no one agrees to speak or share information?

One of the objectives of this program is to provide you an opportunity to effectively interact with people which is a very important skill in today's world. Don't get disheartened if you are not getting support from the enterprises /

businesses in the initial days of the program. As you progress through the program, you would potentially improve continuously in your business communication and interpersonal skills ensuring that you are able to complete sufficient interactions.

16. I am unable to find enough SMB establishments in my location. Can I meet SMBs in other locations?

    You are free to meet SMBs in any location of your choice. Your location preference during registration was asked only to map you to your nearest Jio Centre for your induction and Week 4 session.

17. I have completed desired (or sufficient) number of interactions. What should I do next?

    By now, you would have gained exposure to how SMBs operate, the challenges they face and how they are currently leveraging digital. Now, you will need to utilize the learning from our problem solving training module and apply it practically on your SMB sectors. An example is provided below:

    For local Travel Agents, you realize through your interactions that marketing their products and services to retail customers is a major challenge which is limiting their growth. You could hypothesize that they do not know of any online / digital marketing tools to reach out to their target group. Based on your multiple interactions, you need to confirm if this hypothesis is correct through analysis of information collected. For this exercise, you will have the complete final week of the program.

18. Can I complete all my pre-requisites ahead of time?

    Yes, you can complete all interactions and pre-requisites prior to the deadlines if you are comfortable doing so. However, please ensure that a faster pace does not affect the quality of your work which will undergo internal quality checks at the back-end.

Project Deliverables:

19. What are the criteria based on which I will be evaluated?

    To ensure successful completion, you have to complete all the project tasks / activities during the entire duration of the program. You can upload your deliverables anytime, even after the weekly deadline for submission. However, this will have an impact on your grade that would be mentioned on your certificate.

20. What deliverables will I have to submit to Jio on the work I have been doing?

    Your field visits will constitute the bulk of your project work between Weeks 2-4. During this time, you will interact with multiple stakeholders in the SMB sectors of your choice. For each of these interactions, you are expected to submit:
    1. ***SMB Details** form with a picture of the establishment (digital form submission on Kaizala app)*
    2. ***SMB Digital Maturity** questionnaire (digital form submission on Kaizala app)*
    3. ***Know your SMB** questionnaire (manual notes to be clicked/scanned and uploaded on Kaizala app)*

21. Where can I find a sample of the three deliverables I need to submit?

    You will find samples of all three deliverables in your program kit which will be sent to your registered email. These will also be available for download from the Digital Champions Kaizala app at all times post induction.

22. How do I share my project deliverables?

As covered during induction, all participants will have to download the Microsoft Kaizala app on their smartphone and register themselves using the Jio number that we would provide you on the day of induction or existing Jio number. Once done, you would be required to upload all project related documents in your Kaizala app. Please refer to the program deliverables presentation for further details.

23. My weekly update is showing less interaction uploads than what I actually uploaded. What could be a reason?

*This could happen if you haven't uploaded all 3 components of an interaction viz. (a) **SMB Details** form with a picture of the establishment, (b) **SMB Digital Maturity** questionnaire and (c) **Know your SMB** questionnaire. Only a complete set of all 3 components will be counted as an interaction.*

24. I missed the weekly deadline for submission. Can I upload during the next upload date?

You can upload your deliverables anytime, even after the weekly deadline for submission. However, this will have an impact on your grade that would be mentioned on your certificate.

25. Since I am submitting everything digitally, will Jio print all my submissions and give me a signed and verified project report at the end of the program?

Jio will not send you any physical copy of your project submissions. You will receive a digital Certificate of Completion if you have completed your assignment as per the program guidelines. This will be proof of you having completed the learning program in a satisfactory manner.

26. Do I need to submit a report to my college?

Digital Champions is a purely voluntary learning program. Hence, it is purely your decision if you wish to submit a report to your college department or faculty.

27. What should I do after I complete my final week analysis?

You will have to upload the final analysis on Kaizala. We will share the template of the same during the course of the program.

28. When will I receive my certificate from Jio and where should I collect it from?

You will be mailed your certificate on your registered email within 7 days of completion of the program. You do not have to collect it from Jio office as it is a digital certificate.

29. Can I get a job with Jio after this program?

We would love to have dedicated youngsters like you join the ever-growing Jio family. Completing this program, however, does not entitle you to a job offer. This program has been constructed only to provide you the best possible learning experience and make you digitally ready for the workplace of the future. If you are keen on joining Jio after your graduation, we request you to visit the Jio careers portal (careers.jio.com) and apply to a job of your choice.

Interaction with Jio:

30. How many times in a week do I have to visit Jio office?

    Digital Champions is devised on the philosophy of "learning by doing". Hence, we have not designed it to be a classroom program. You will have to come to Jio office only twice during the 5-week period – on induction and at the end of week 4 for sessions. The material from these sessions will also be available to you on our Kaizala app for future reference. The rest of the time will be a practical application of your learning modules that will be run on induction day and also shared online with you.

31. How will Jio guide me during the program?

    We will predominantly utilize digital technology and methods to support and guide you during the program. You can refer this FAQs document which we will update regularly throughout the program to answer your queries. In case your query doesn't find a place in this FAQs document, then you can raise queries on the 'Digital Champions' channel on the JioChat App.

32. Can I come to the Jio office to clear my doubts?

    As you are aware, this is a completely digitally driven program. Therefore, for any queries, we suggest that you should go through this detailed FAQs document first. We will also be regularly updating this FAQs document with updated queries, so make this your first reference point in case of any doubt. You can raise your queries on the 'Digital Champions' channel on the JioChat App if the FAQ doesn't provide you enough information.

33. How can I clarify doubts or seek help from Jio on any matter?

    You can raise queries on the 'Digital Champions' channel on the JioChat App.

34. Will there be a physical touch-point during the program?

    Yes, at the end of Week 4, you will have to visit the same Jio office that you visited on induction day. A detailed agenda and schedule will be mailed to you beforehand.