BRAC Online Career Hub

Application User Manual (Phase-04)

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02 December 2021

Disclaimer

This guide has been validated and reviewed for accuracy. The instructions and descriptions it contains are accurate for Phase-03 of BRAC Online Career Hub application. However, succeeding versions and guides are subject to change without notice.

Revision History

Revision No.	Created/Updated By	Release Date	Comments
1.0	A S M Lutful Kabir	02 December 2021	1st Release

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1 About this Guide

This document will deliberately guide you to use every possible option/feature of Online Career Hub application's 4th phase in details.

2 Purpose of this Guide

This document describes functional and application level features of BRAC Online Career Hub application. However, through this guide user will get conversant with application's 4th phase usage/working procedures.

The users/stakeholders of this application should get a rigid overview on the application's 4th phase through this guide.

User: The primary users for this application would be BRAC employees, trainers and other allotted members/users who would be categorized in the system as:

- Admin;
- Participants;
- Counsellor

3 Typographical Conventions

Type Face	Meaning
Bold	Used to indicate buttons on the screen.
Italic	Used as special instructions/actions/notes and reference to other sections.

4 Contact Information

Name	Designation	Email	Phone
Nipun Ferdous	Junior Business Analyst	nipun.ferdous@shebatech.com.bd	01847418964

5 Solution Background – BRAC Online Career Hub

BRAC has been working on creating a workforce through their skills development program (SDP) since 2015. It has a mission of empowering youths through skills development and decent employment so that a competent workforce can lead our nation forward. The program's outcomes are aligned to the SDG (sustainable development goal) which would be ensuring skills for youth and adults for decent employment and entrepreneurship and SDG 8 (promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all).

COVID-19 pandemic has restricted the scopes of physical training. Given the government's embargoes, the educational institutions have been remained closed since 17 March, 2020. On the other hand, nearly 25 million of the global population are anticipated to lose their jobs due to the COVID-19 crisis, according to the recent report of the International Labour Organization (ILO). A staggering increase in the unemployment rate in Bangladesh is also evident. The reasons for this sharp increase in youth unemployment are, restrictions in the new recruitment, sudden job loss and so on. Given these circumstances, skills training through digital platforms is imperative. Since the pandemic caused a massive impact of deduction from the ongoing workforce and their opportunities, the job seekers will need to be competitive in terms of increasing skill sets that would fit most appropriately with the existing market.

Phase-04 of Online Career Hub Solution will enable its users with following key capabilities:

As an Admin

- ✓ Create counselor profile;
- ✓ Define center for counselor ;
- ✓ Create new questions for portal feedback;

As an Counselor

- ✓ Create counselling Session

As a Participant

- ✓ Request for counselling session;
- ✓ Chat bot ;
- ✓ Portal Feedback;

6 Application Channel

The application will be used by intended users on their PC / Laptops via web.

7 BRAC Online Career Hub Application

Through this document user will get a complete walk through over the application's Fourth phase. From Below, each and every module and its underside features, relevant actions and usage criteria are depicted.

7.1 Application Landing Page

The Landing page will provide an overall glimpse of the entire solution. Users from all roles will be able to login using their unique username and password as well as new user will be able to register to the system from this page.

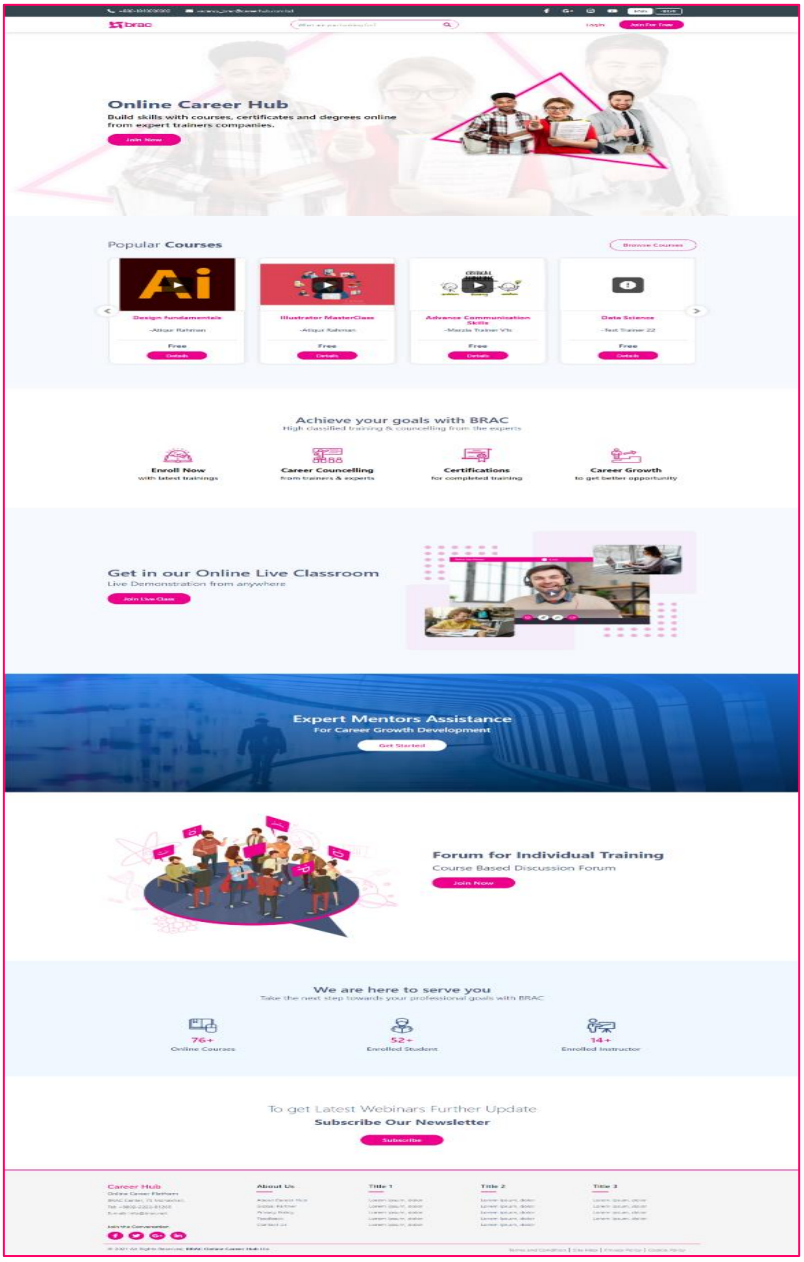


Figure 1: Application Landing Page

- The section Popular Courses will showcase the courses based on participants enrollment count.

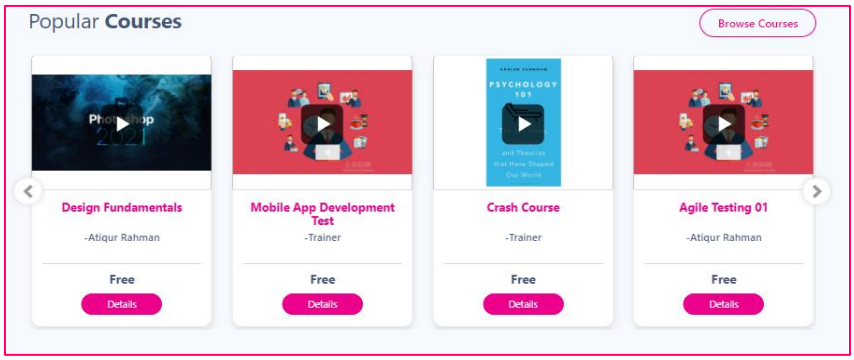


Figure 2: Popular Course in Landing Page

- Users will be able to view online courses, enrolled instructors and participants dynamically from below section of the landing page.

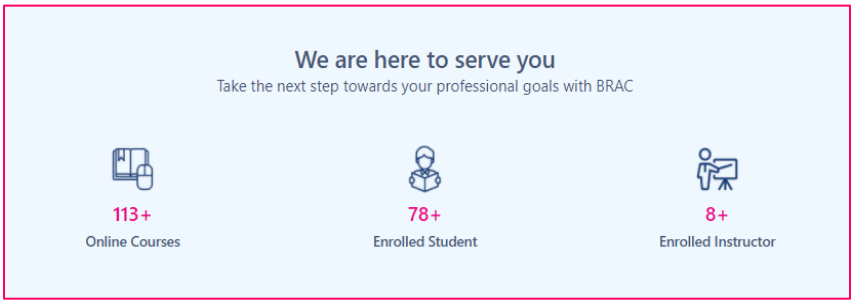


Figure 3: Dynamic enrollment counts of participants & trainers

Table 1: Online Career Hub Landing Page

Field Name/Icon/Button	Description
Login	Click to go to the Login Page.
Join For Free Participant Employer	Clicking on **join for free** will show two drop down and clicking on any of drop down will redirect to application registration page.
ENG বাংলা	Multilingual Toggle Button to interchange application interface language between Bangla and English.

7.2 Application Registration

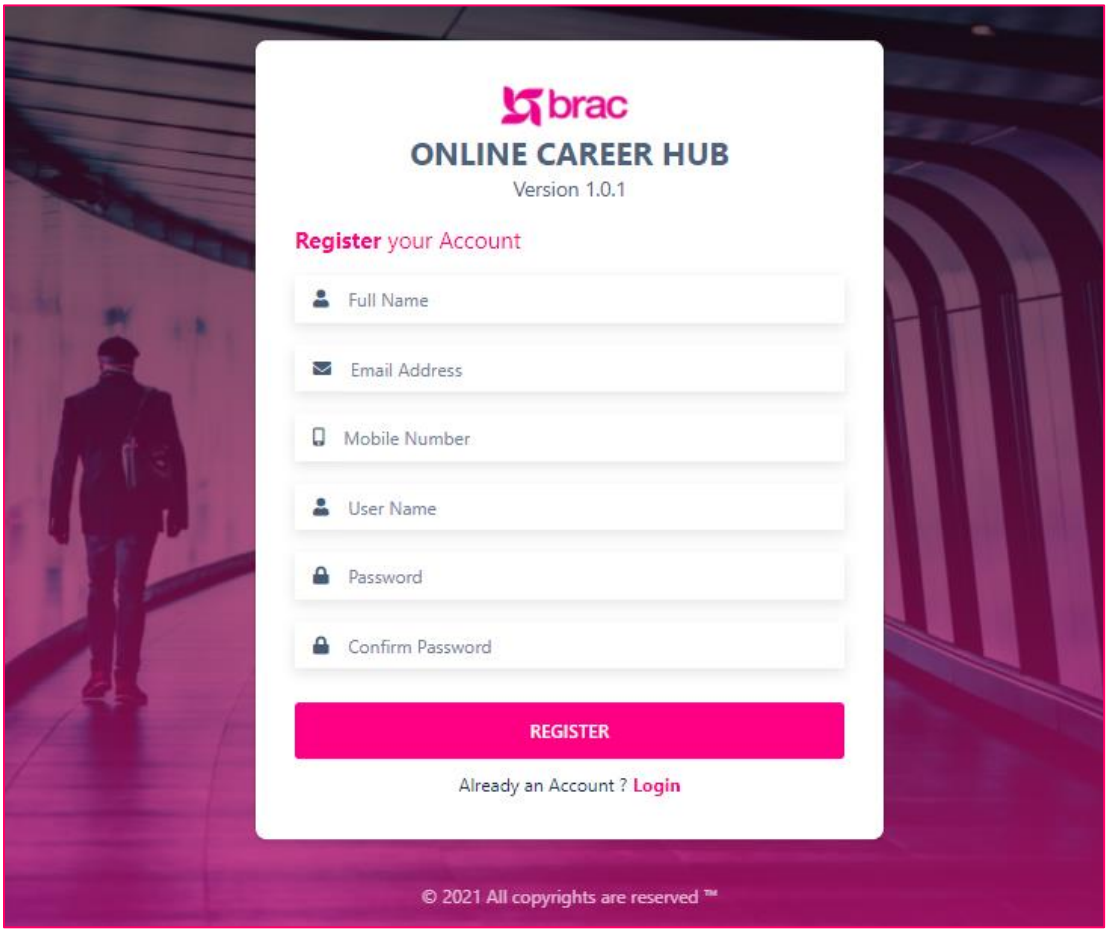


Figure 4: Registration Page

- Through this page user will be able to sign up for Online Career Hub application.

Table 2 Registration Page details Login

Field Name/Icon/Button	Description
Full Name	Enter user full name
Email Address	Enter user email address
Mobile Number	Enter user mobile number
User Name	Enter user name
Password	Enter user password
Confirm Password	Re-enter / Confirm Password
REGISTER	After filling up all the fields above, click to register
Already an Account ? Login	Login for users already having an account

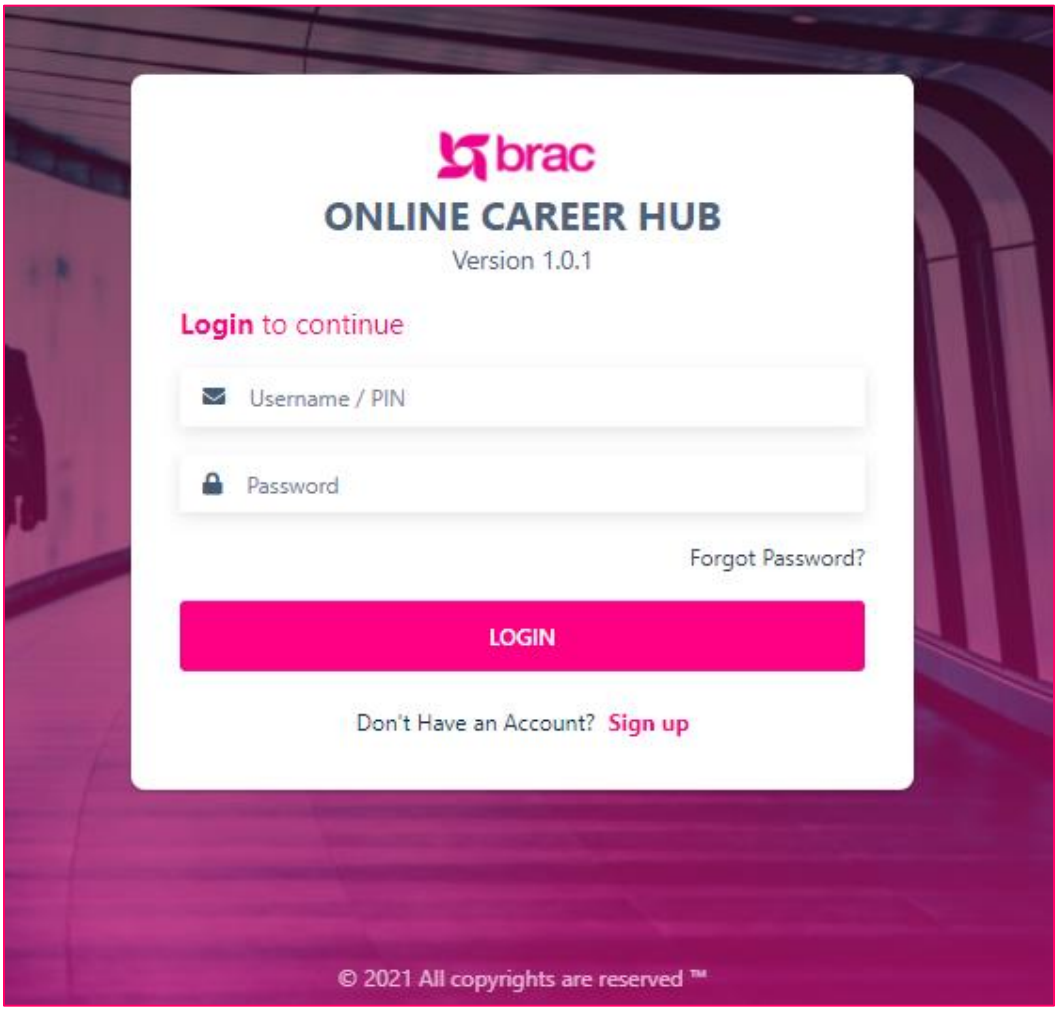


Figure 5 Login page

- Entering username/pin, password and hitting enter will let the user login to the system.

Table 3: Login page details

Field Name/Icon/Button	Description
Username/PIN	Enter username/pin
Password	Enter Password
LOGIN	Hit login to enter the application
Don't Have an Account? Sign up	Click to sign up

8 Admin Module

In 4th phase of Online Career Hub, All Center, Counselling, Counselling Role creation, Web Seminar, Portal Feedback, Portal Feedback Response Emoji Rating, has been added to the Admin Module.

All Center consists of:

- ✓ List of all the center;
- ✓ The list will show Center Name, Division, District, Upazila, Counsellor, Status, Action etc.;
- ✓ Create new center;

Detail instructions on each component above are illustrated below.

8.1 Admin Dashboard

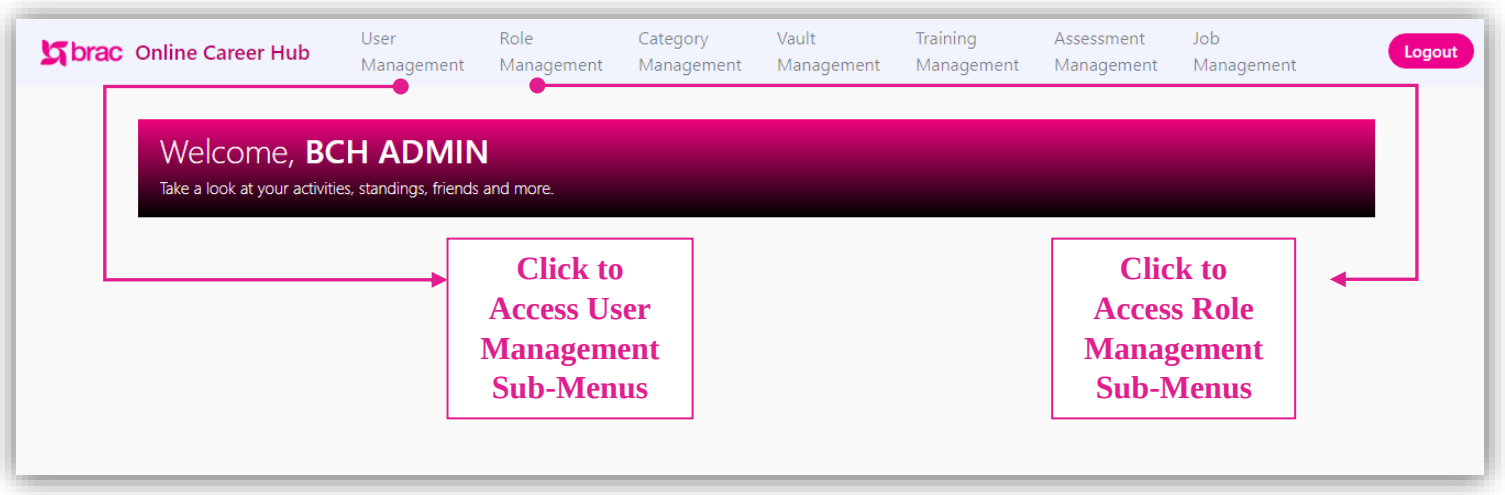


Figure 6: Admin Dashboard

8.2 User Management

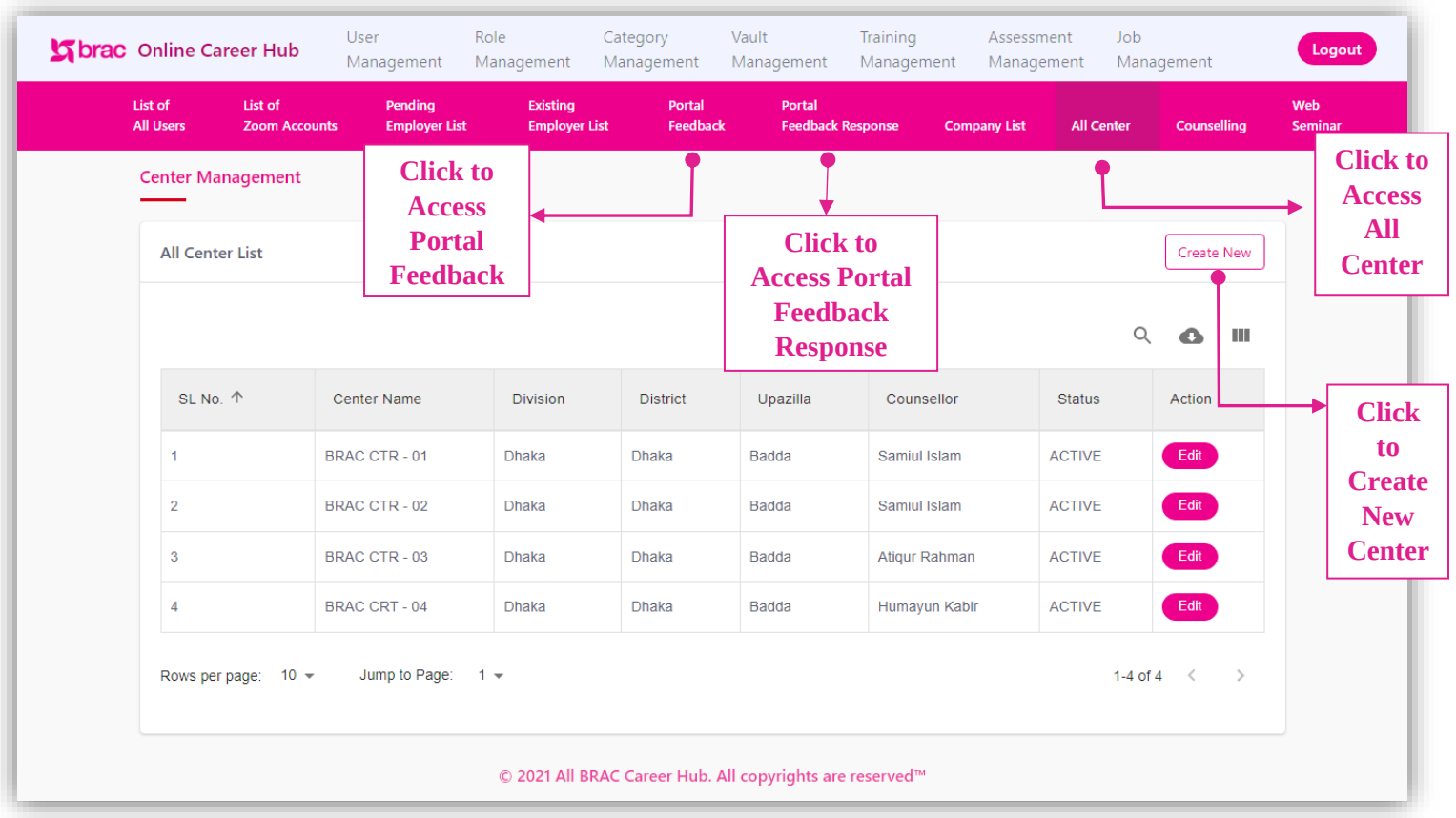


Figure 7 All Cente List Page

8.2.1 All Center List

- Click *User Management* to access the sub-menus
- Here we will find this sub menu's;
  - List of All users
  - List of Zoom accounts
  - Pending Employer list
  - Existing Employer List
  - Portal Feedback
  - Feedback Response
  - Company List
  - All center
  - Counseling
  - Web seminar
- Clicking on *All Center* will show Center List page by default
- This page consists following columns: Center Name, Division, District, Upazila, Counsellor, Status, Action;

- Here are the following column details of All Center lists:

Table 4 All Center list column details

Columns /Field Name/Icon/Button	***Description***
Center Name	Name of the relevant center
Division	Name of the division of the center
District	Name of the District of the center
Upazila	Name of the Upazila
Counsellor	Name of the counsellor of the relevant center
Status	Active or Inactive status of the center
Action	Click to center details

Table 5 All Center Page Details

Field Name/Icon/Button	**Description**
	Enables admin to search for any keyword;
	Click to Download excel report.
	Click to view the desired column in the table.
	User can go back and forth of pages by clicking on the buttons.
	Click to view rows per page and Jump to desired page.
	Click to open create new Center;
	Click to edit a center details;

8.2.2 Create Center

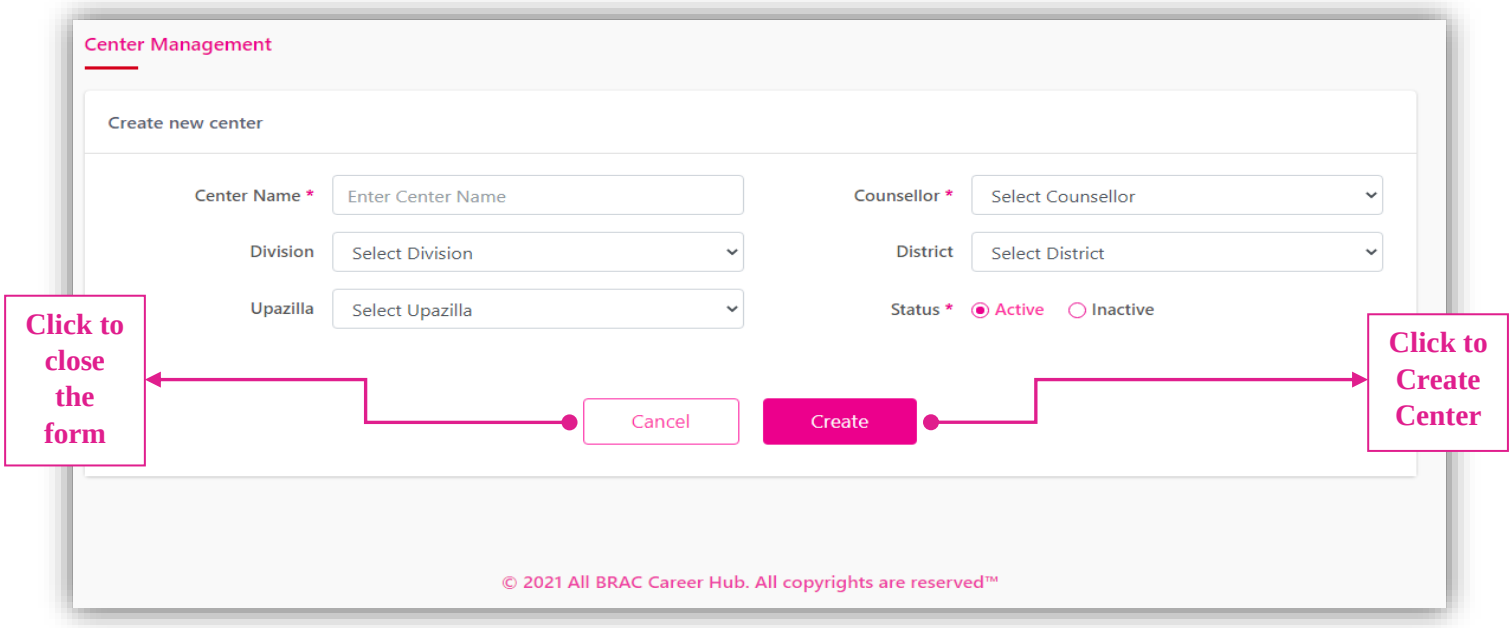


Figure 8: Create New Center form

- Admin will Enter relevant information in the form for creating a new center;
- Admin can assign a specific Counsellor to a specific Center.

Table 6 Create Center

Columns /Field Name/Icon/Button	***Description***
Center Name	Enter Name of the relevant center
Division	Select the Name of the division of the center
District	Select the Name of the District of the center
Upazila	Select the Name of the Upazila
Counsellor	Select the Name of the counsellor of the relevant center
Status	Set Active or Inactive status of the center
Create	Clicking on the button will enable admin to create new company
Cancel	Clicking on the button will close the form.

8.3 Create New User (Counsellor)

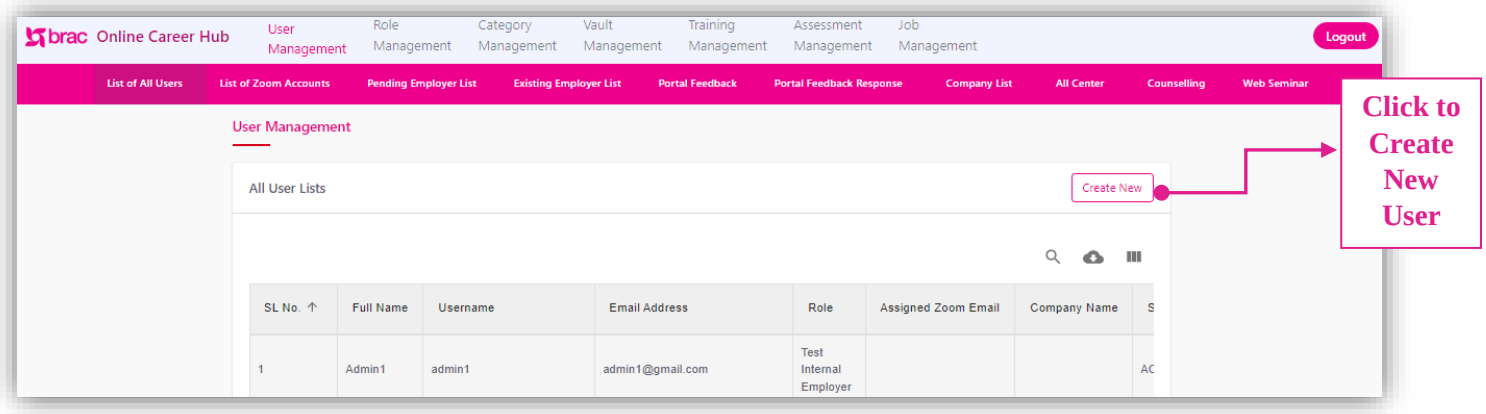


Figure 9 User management page

- Clicking on the Create New button from the user management page admin will redirect to user information details form

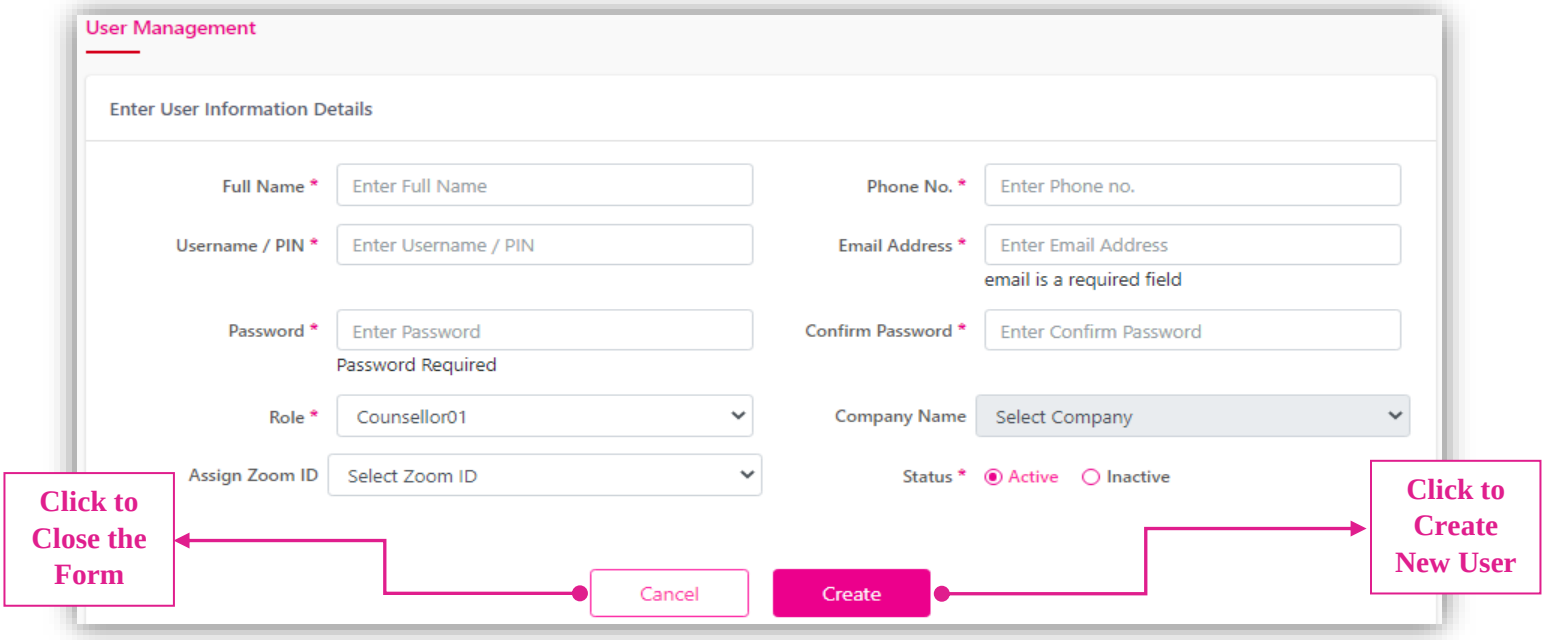


Figure 10 Create New User Form

- Here user will enter relevant information for new user creation.

Table 7 User Information form details

Field Name/Icon/Button	***Description***
Full Name	*Enter Full name of the employee*
Username/PIN	*Enter Pin or Username*
Phone No	*Enter Phone No.*
Email Address	*Enter Email address of the employer*
Password	*Enter password for user*
Confirm Password	*Confirm the password of the user*
Role	*Select Role type Counsellor from the drop down*
Status	*Set the active / Inactive from status*

8.4 Counselling

- Clicking on the counselling sub-menu will redirect to Counselling Management Page.

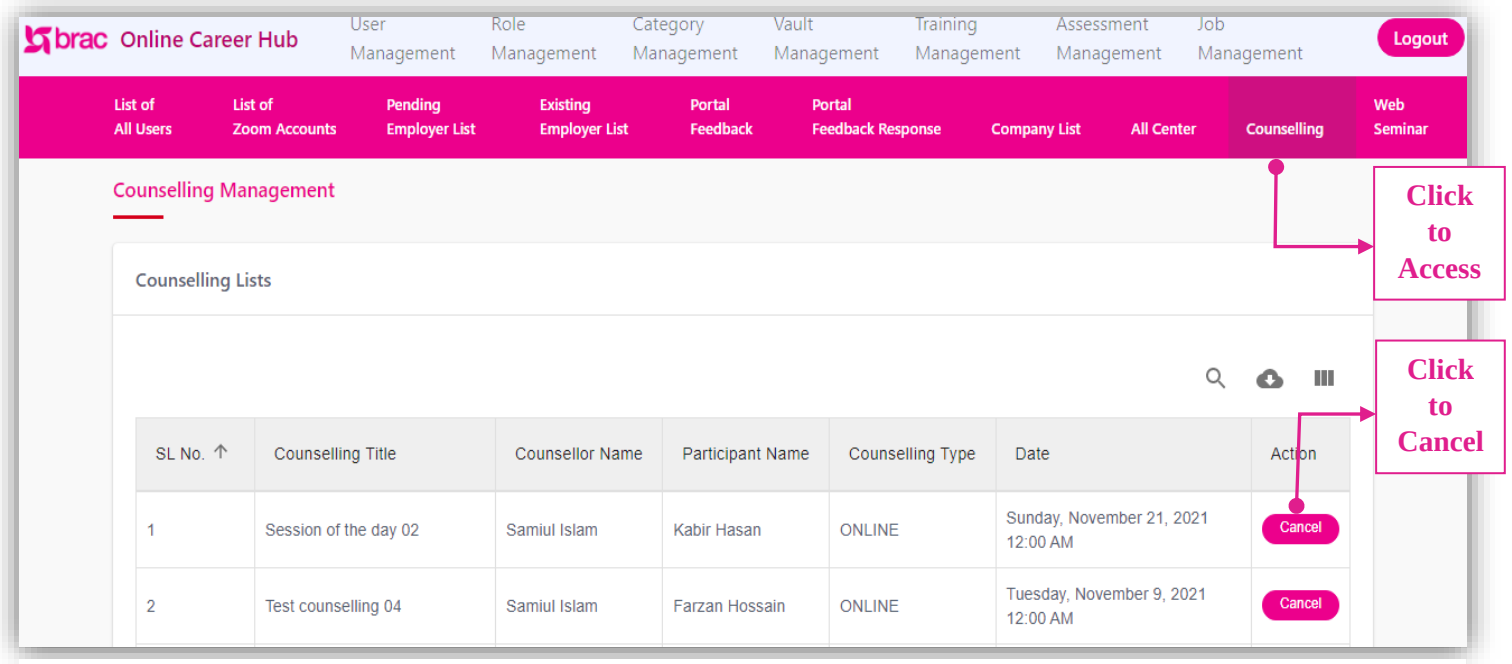


Figure 11 Counselling Management Page

- Here admin will find the Counselling list.
- Admin will find Details related to counselling.

Table 8 Counselling List table details

Field Name/Icon/Button	***Description***
Counselling Title	*Title of the Counselling.*
Counsellor Name	*Name of the Counsellor*
Participant Name	*Name of the Participant*
Counseling Type	*Type of the counselling*
Date	*Date of the Counselling*
Action	*Relevant action for the counselling*
Cancel	*Clicking on the button will cancel the counselling*

8.5 Role Management

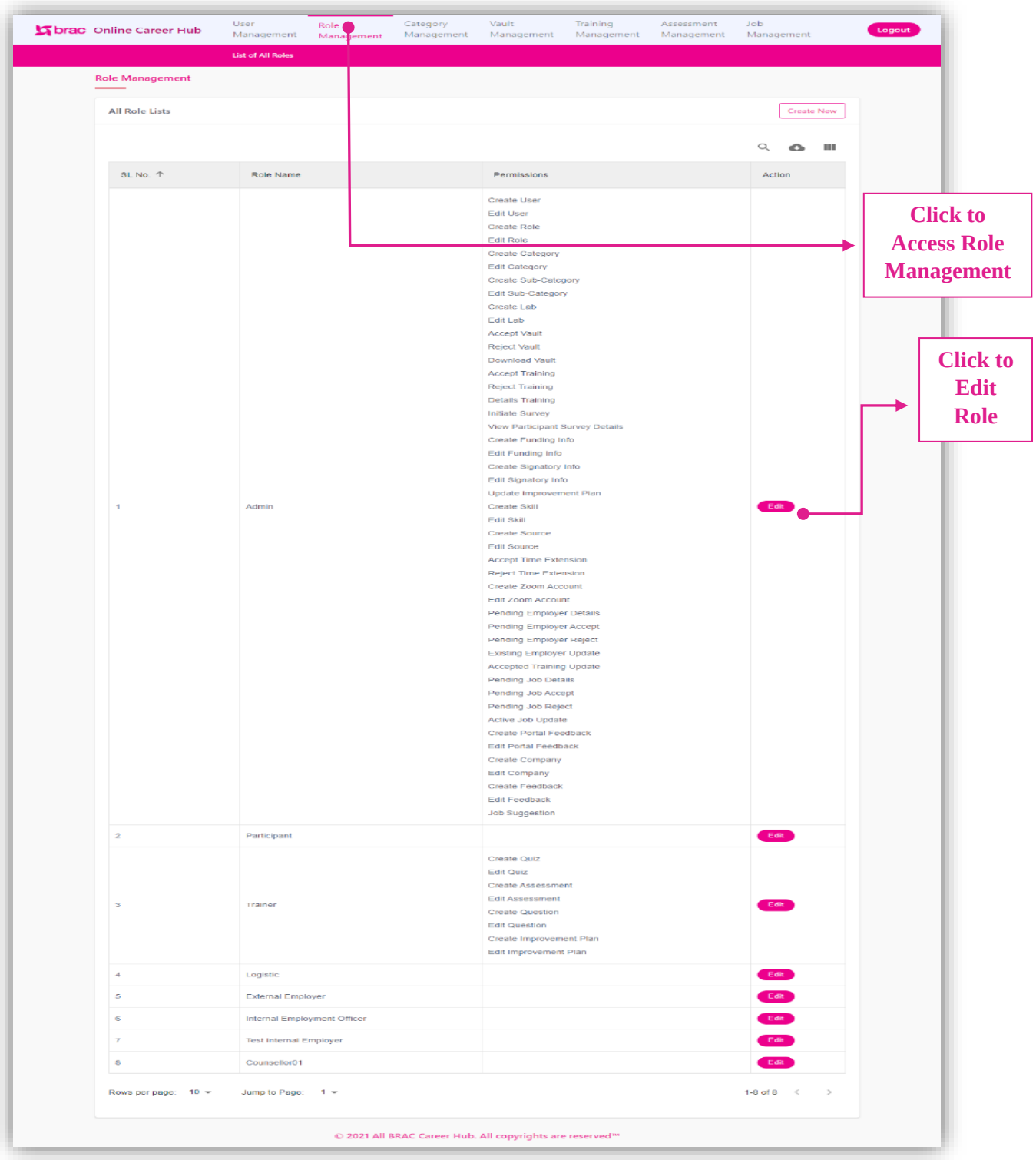
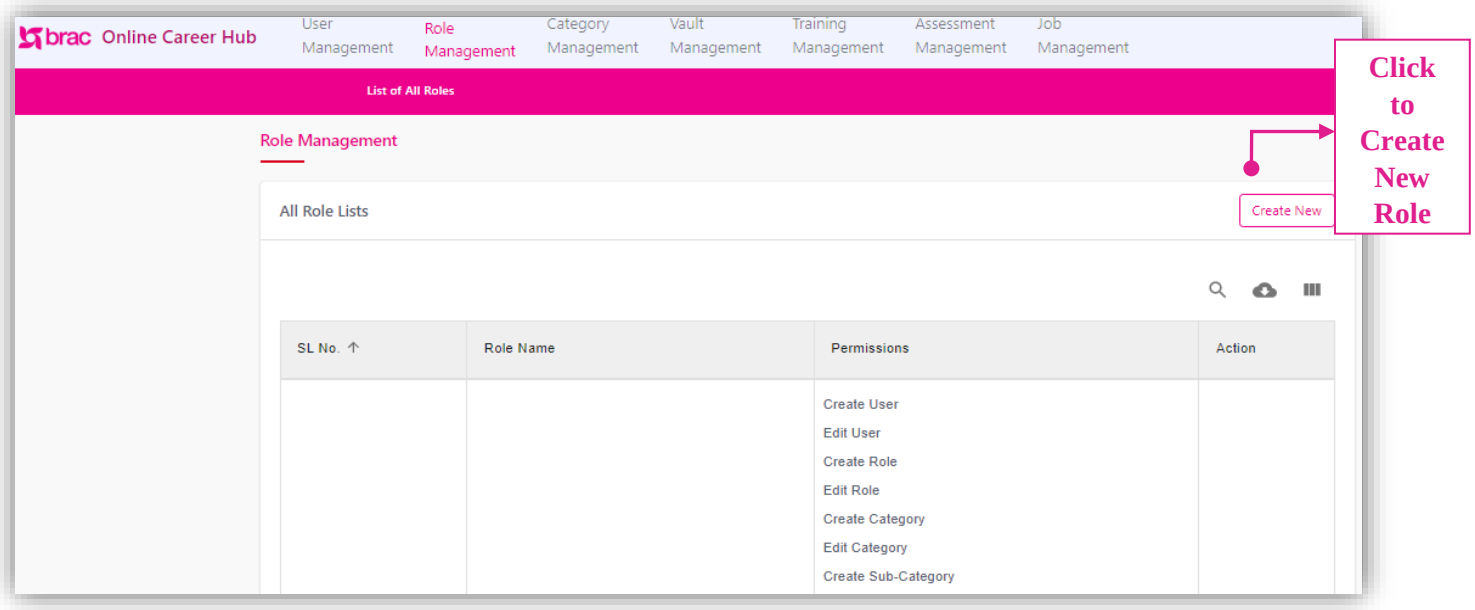


Figure 12 Role Management Page

- Click *Role Management to* access All Role list Page



- Here we will find this column
  - Role name
  - Permissions
  - Actions;

8.5.1 Create New Role (Counsellor)

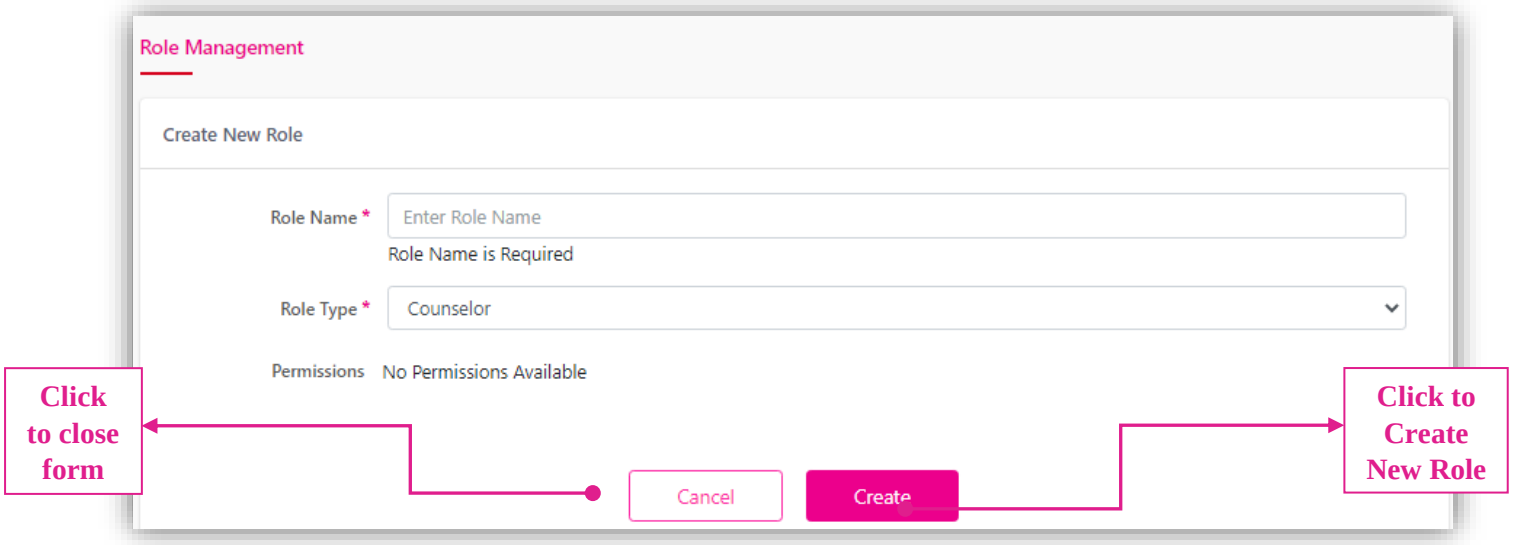


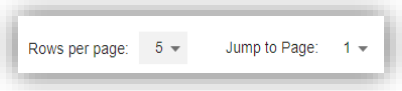
Figure 13 Create New Role (Counsellor)

- Clicking on Create New button will redirect admin to Create New Role Page
- In this form Admin user will be able to create a role of Counsellor;

Table 9 Create New Role Form Details

Field Name/Icon/Button	***Description***
Role Name	*Here enter the name of the Role*
Role Type	*Select Role Type Counsellor from the drop down*
Permissions	*Relevant permissions of the role.*
Create	*Clicking on the button will enable admin to create a new role*
Cancel	*Clicking on the button will close the form*

Table 10 All Role list page details

Field Name/Icon/Button	**Description**
	Enables admin to search for any keyword;
	Click to Download excel report.
	Click to view the desired column in the table.
	User can go back and forth of pages by clicking on the buttons.
	Click to view rows per page and Jump to desired page.
	Click to open create new Center;
	Click to edit a center details;

8.6 Portal Feedback

- Clicking on Feedback it will redirect to All Feedback sub menu

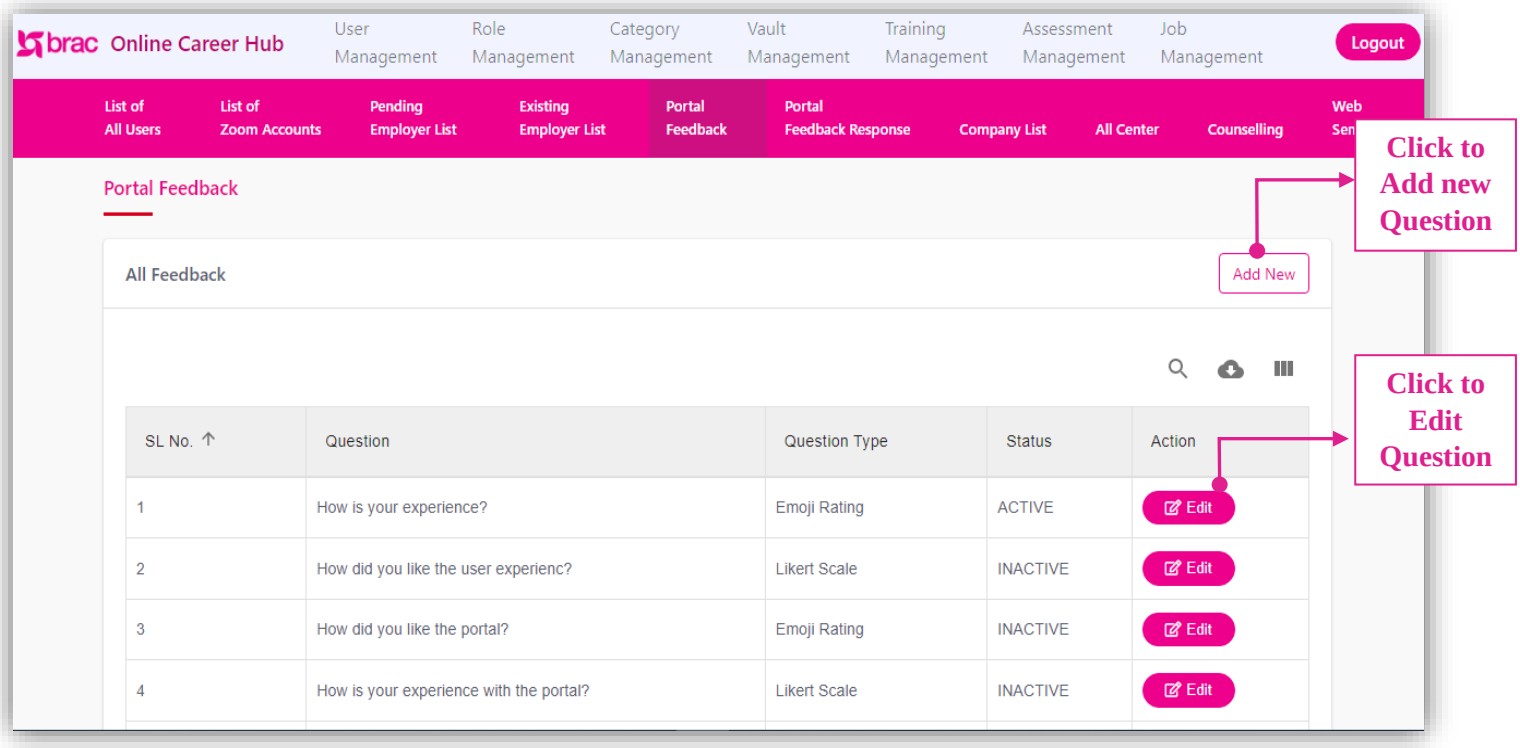


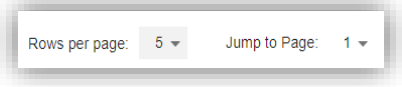
Figure 14 Portal Feedback page

- Here admin will be able to add new questions for Portal feedback
- Here admin will find following column:
  - Question
  - Question Type
  - Status
  - Action

Table 11 All Feedback Column details

Column/Field Name/Icon/Button	***Description***
Question	The feedback relevant question
Question Type	Type of the question
Status	Active / Inactive status of the question
Actions	Edit or change the questions
Edit	Click to Edit the Question

Table 12 All Feedback page details

Field Name/Icon/Button	Description
	Enables admin to search for any keyword;
	Click to Download excel report.
	Click to view the desired column in the table.
	User can go back and forth of pages by clicking on the buttons.
	Click to view rows per page and Jump to desired page.
	Click to open create new Center;
	Click to edit a center details;

8.6.1 Add new question for Portal Feedback

- Clicking on the Add New button will redirect to Create Question page.

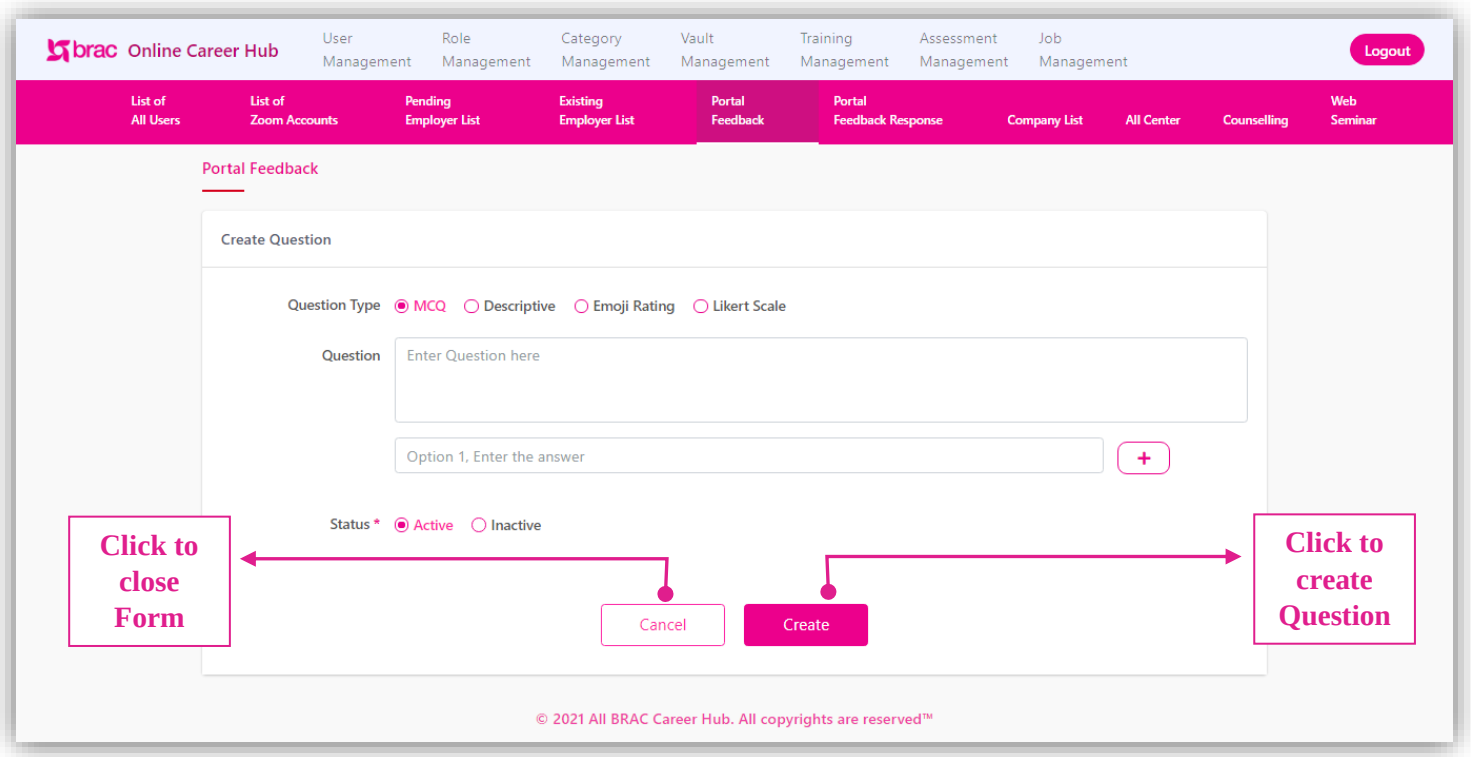


Figure 15 Create Question Form (Portal Feedback)

- Here Admin will fill up the form with relevant information to create new question for Portal feedback

Table 13 Create Question form details

Field Name/Icon/Button	***Description***
Question Type	Select type from multiple/descriptive/ Emoji Rating/ Liker Scale
Question	Enter relevant question.
Option	Add desired option

8.6.2 Portal Feedback Response

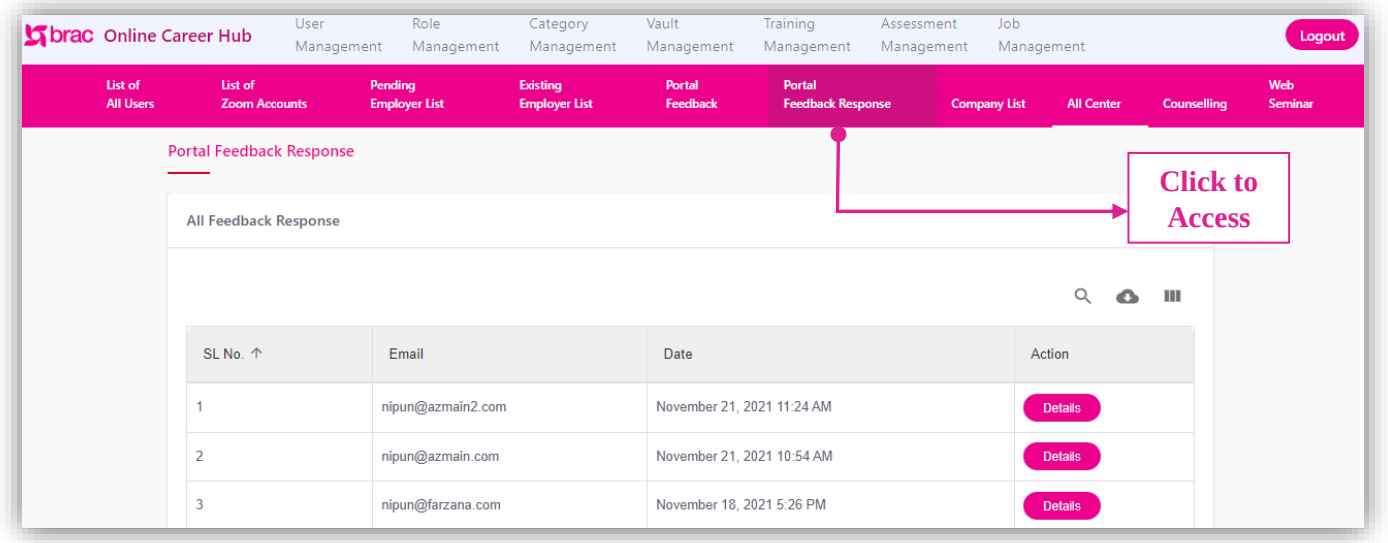


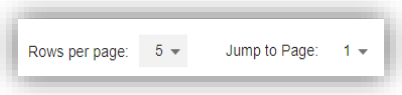
Figure 16 All Portal Feedback Response Page

- Clicking on Portal Feedback Response menu it will redirect admin to All Feedback Response page.
- Here admin will see following columns:
  - Email
  - Date
  - Action

Table 14 All Feedback Response Table Details

Column/Field Name/Icon/Button	***Description***
Email	Relevant Email Address
Date	Relevant Date for the feedback response
Action	Click to see the details of the feedback response

Table 15 All Feedback Response Page Details

Field Name/Icon/Button	Description
	Enables admin to search for any keyword;
	Click to Download excel report.
	Click to view the desired column in the table.
	User can go back and forth of pages by clicking on the buttons.
	Click to view rows per page and Jump to desired page.
	Click to open create new Center;
	Click to edit a center details;

8.7 Web Seminar

- Clicking on the Web seminar sub menu admin will redirect to All Web Seminar management page

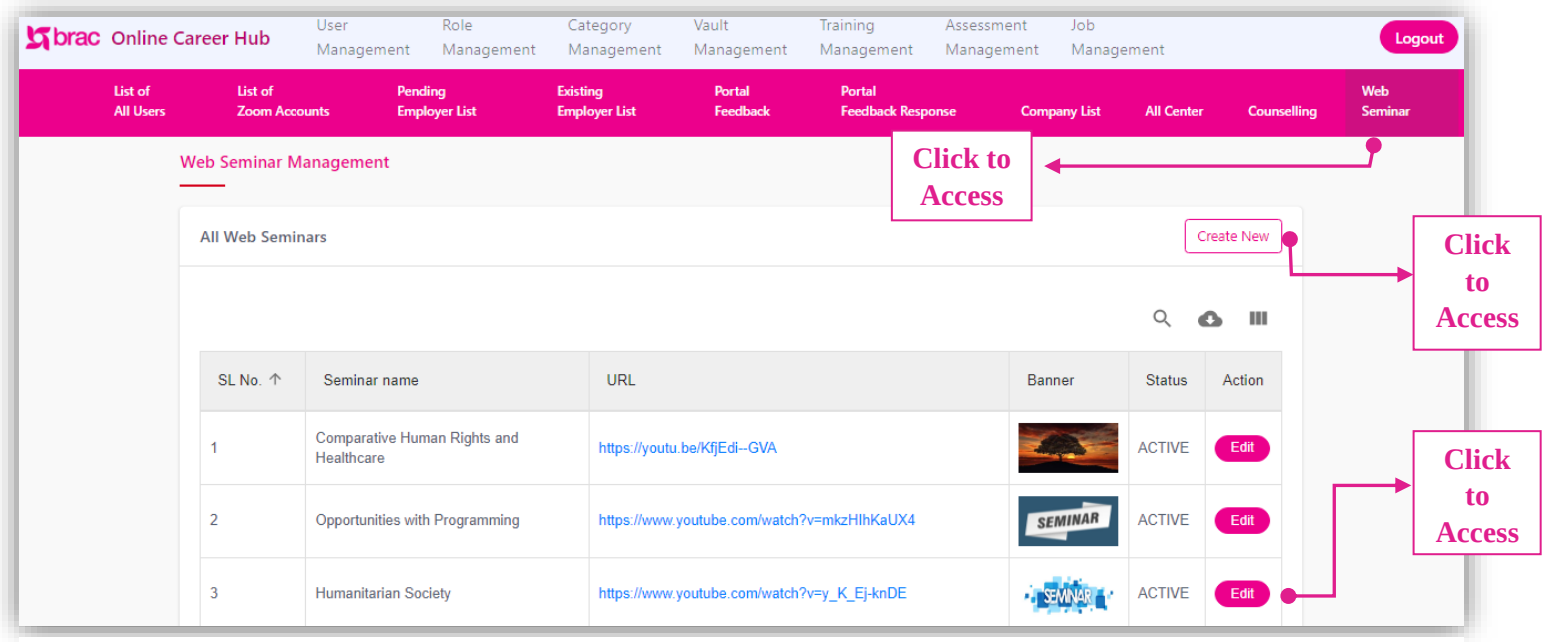


Figure 17 Web Seminar management page

- Here user will find all the details related to Web Seminar.
- Here admin will see following columns:

Table 16 All Web Seminars Table Details

Column/Field Name/Icon/Button	***Description***
Seminar Name	Name of the Seminar
URL	Relevant url of the Web seminar
Banner	Relevant Banner of the seminar
Status	Active or Inactive status of the Seminar
Action	Clicking on the Edit button will redirect to Web seminar Management Page

8.7.1 Create New Web Seminar

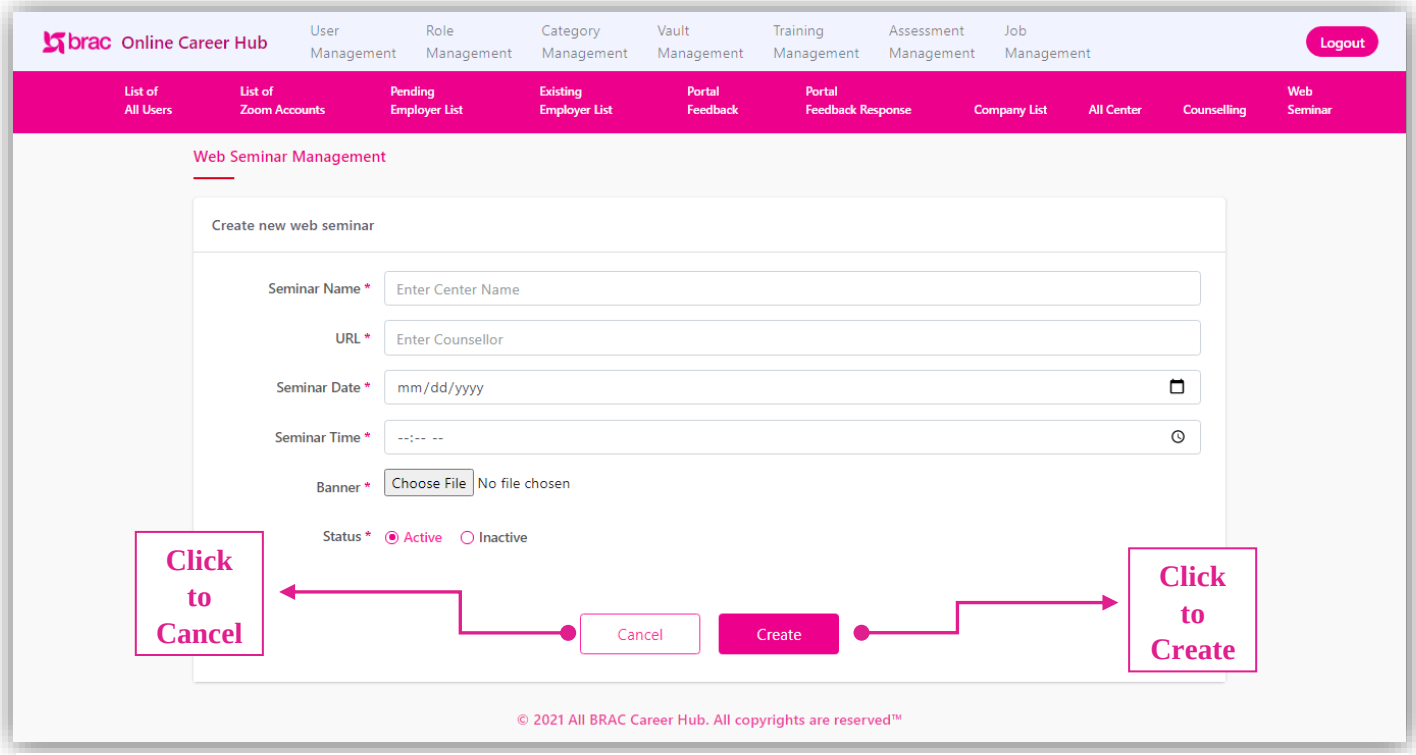


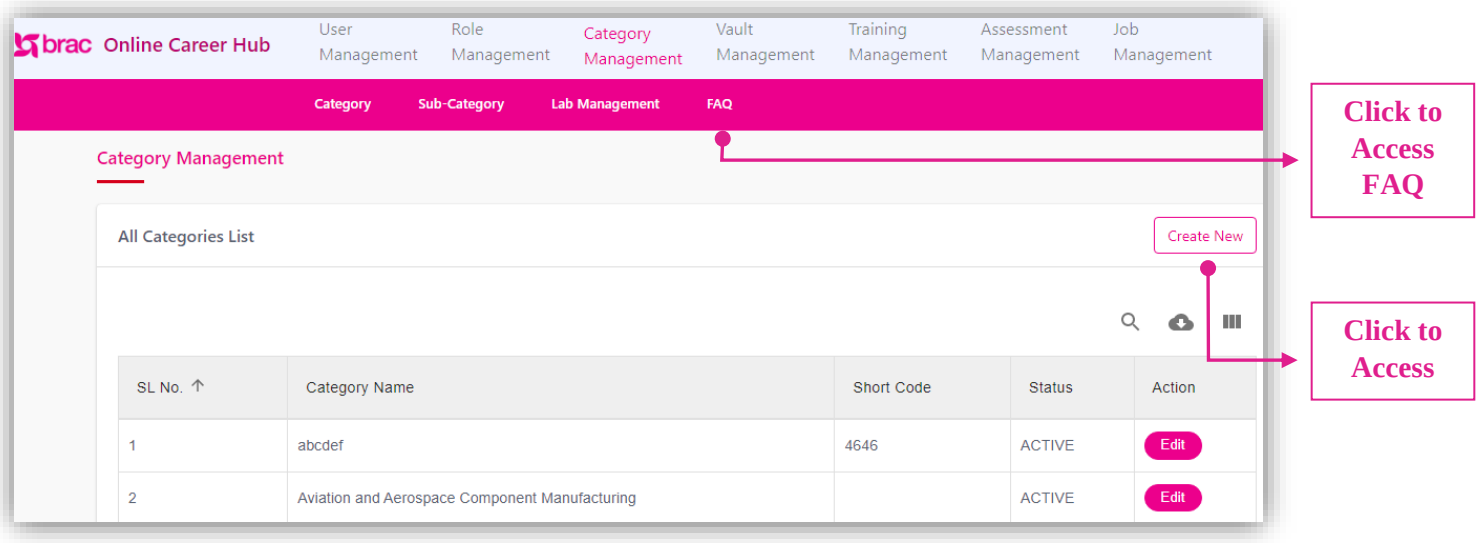
Figure 18 Create New Seminar form

- Clicking on the Create new Button will redirect admin ton Create new web seminar for.
- By entering relevant information admin can create new Web seminar

Table 17 Create New Seminar Form details

Column/Field Name/Icon/Button	***Description***
Seminar Name	Name of the Seminar
URL	Relevant url of the Web seminar
Seminar Date	Relevant Date of the Seminar
Seminar Time	Relevant Time of the seminar
Banner	Click to choose relevant Banner of the seminar
Status	Active or Inactive status of the Seminar

8.8 FAQ


brac Online Career Hub
User Management
Role Management
Category Management
Vault Management
Training Management
Assessment Management
Job Management
Category
Sub-Category
Lab Management
FAQ
Category Management
All Categories List
Create New
SL No.
Category Name
Short Code
Status
Action
1
abcdef
4646
ACTIVE
Edit
2
Aviation and Aerospace Component Manufacturing
ACTIVE
Edit
Click to Access FAQ
Click to Access

9 Counsellor Module

❖ With the given Credential by the admin, Counsellor user will log into the system.

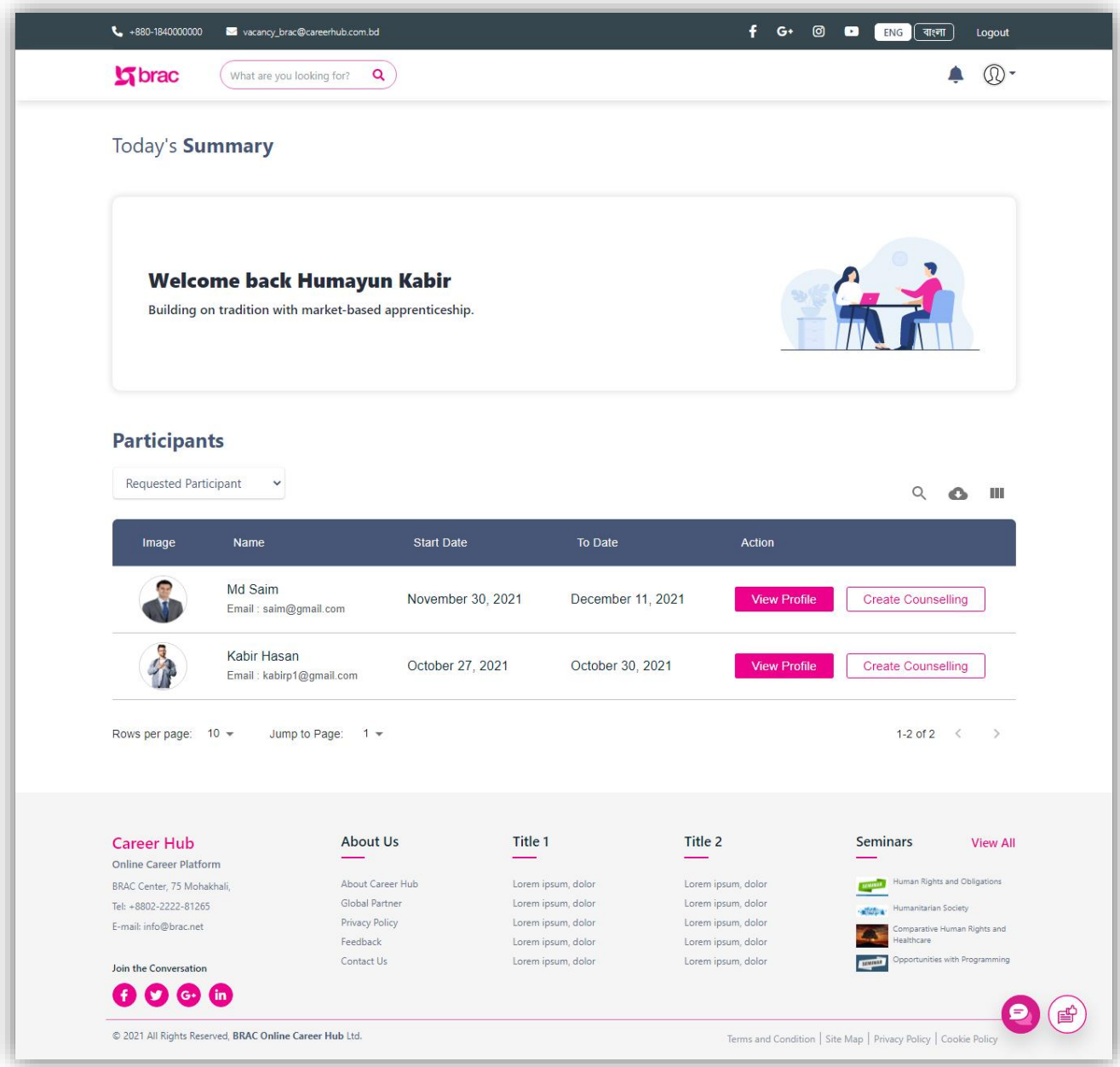


Figure 19 Counsellor Module

❖ This is the Dashboard for counsellor.

9.1 Requested Participant

- Select Requested participant form the drop down to see the participant who requested for Counselling

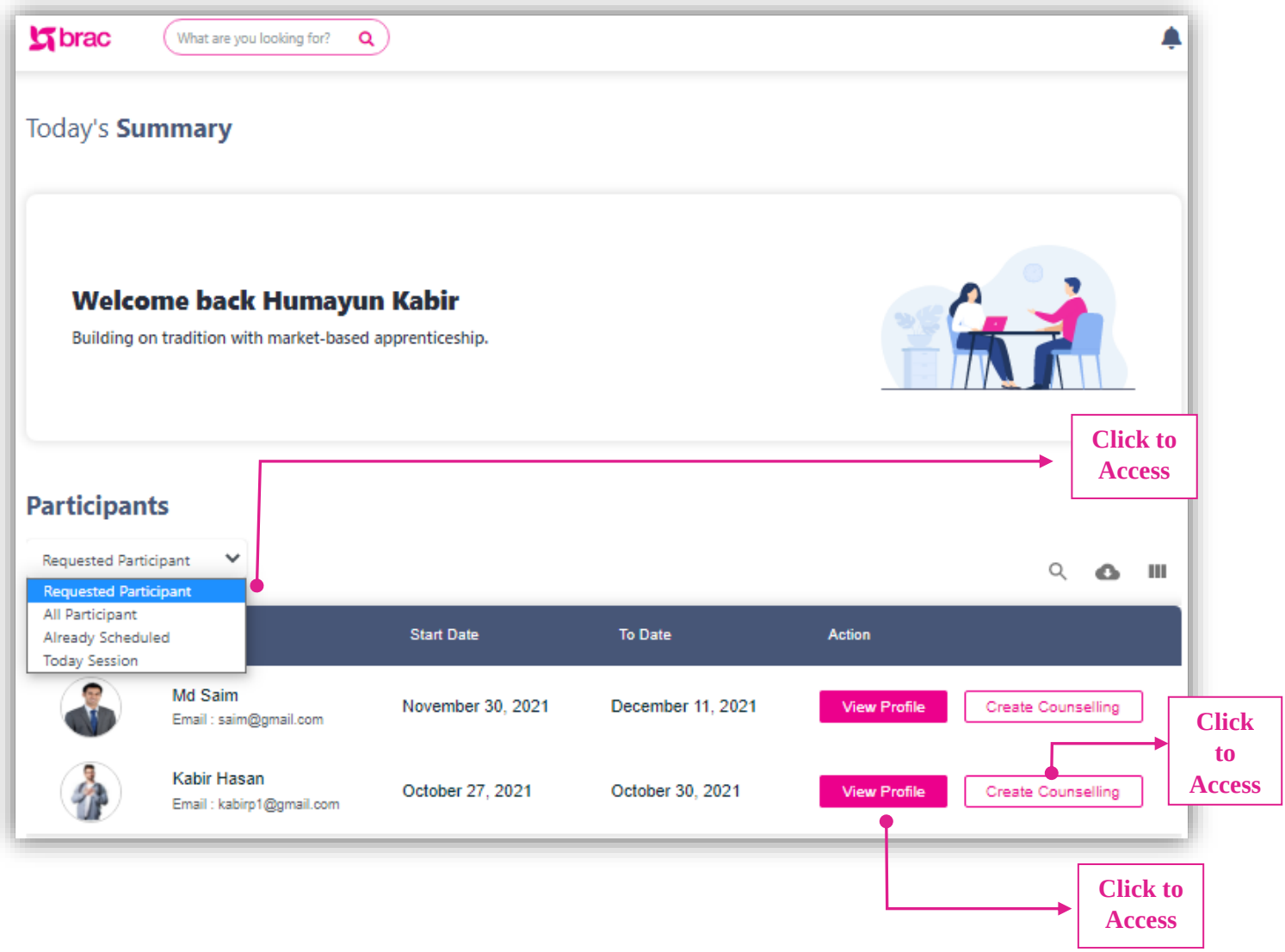


Figure 20 Requested Participant Page

9.2 All Participant

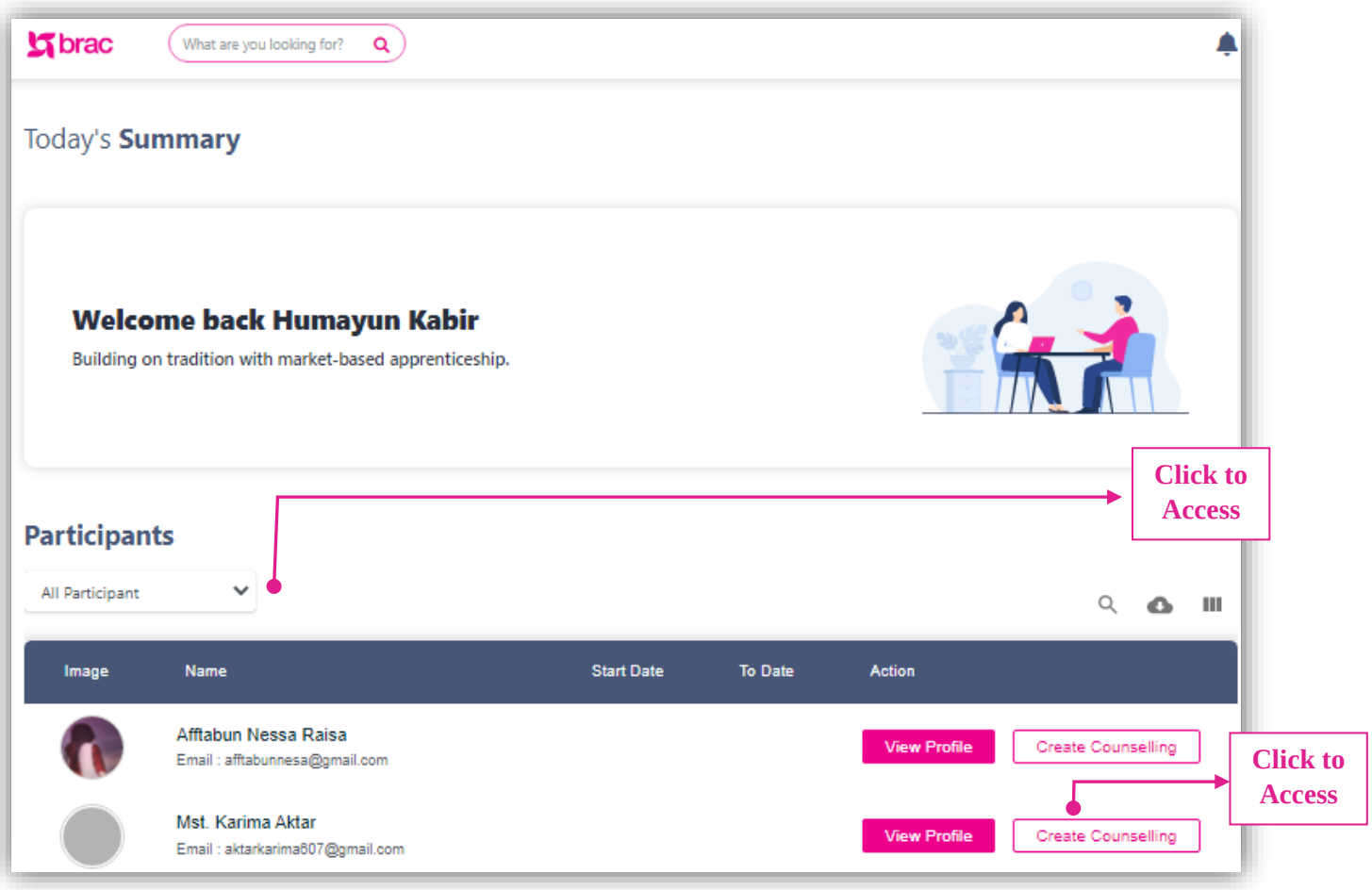


Figure 21 All Participant List

- Here user will find all the participant who he can counsel
- User can create counselling session for a specific participant form here.
- Clicking on Create Counselling, counsellor can create counselling for a participant.

9.3 Create New Counselling

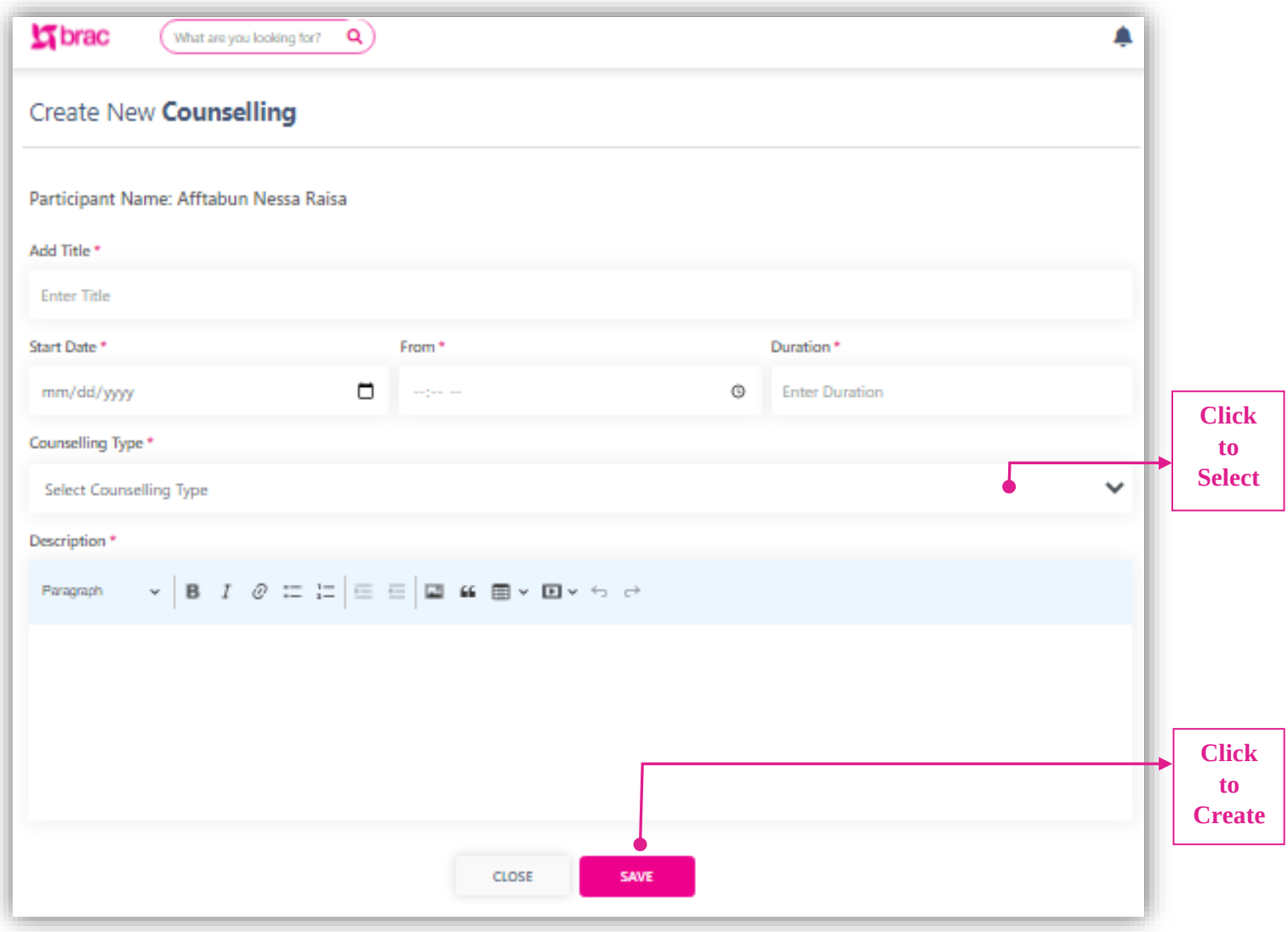


Figure 22 Create Counselling Form

- This is the counselling Create Form.
- By entering relevant information counsellor create a counselling here.

Table 18 Create Counselling Form

Column/Field Name/Icon/Button	***Description***
Add Title	Enter the relevant title of the counselling
Start Date	Select the relevant start Date
Duration	Duration of the counselling.
From	Relevant time for the counselling
Counselling Type	Select Offline/ Online from the type
Description	Add relevant description for the counselling
Save	Clicking on the button will create counselling session.
Cancel	Click to close the form

- After Accepting the Counselling Session by the Participant user counsellor will be able to Start the session

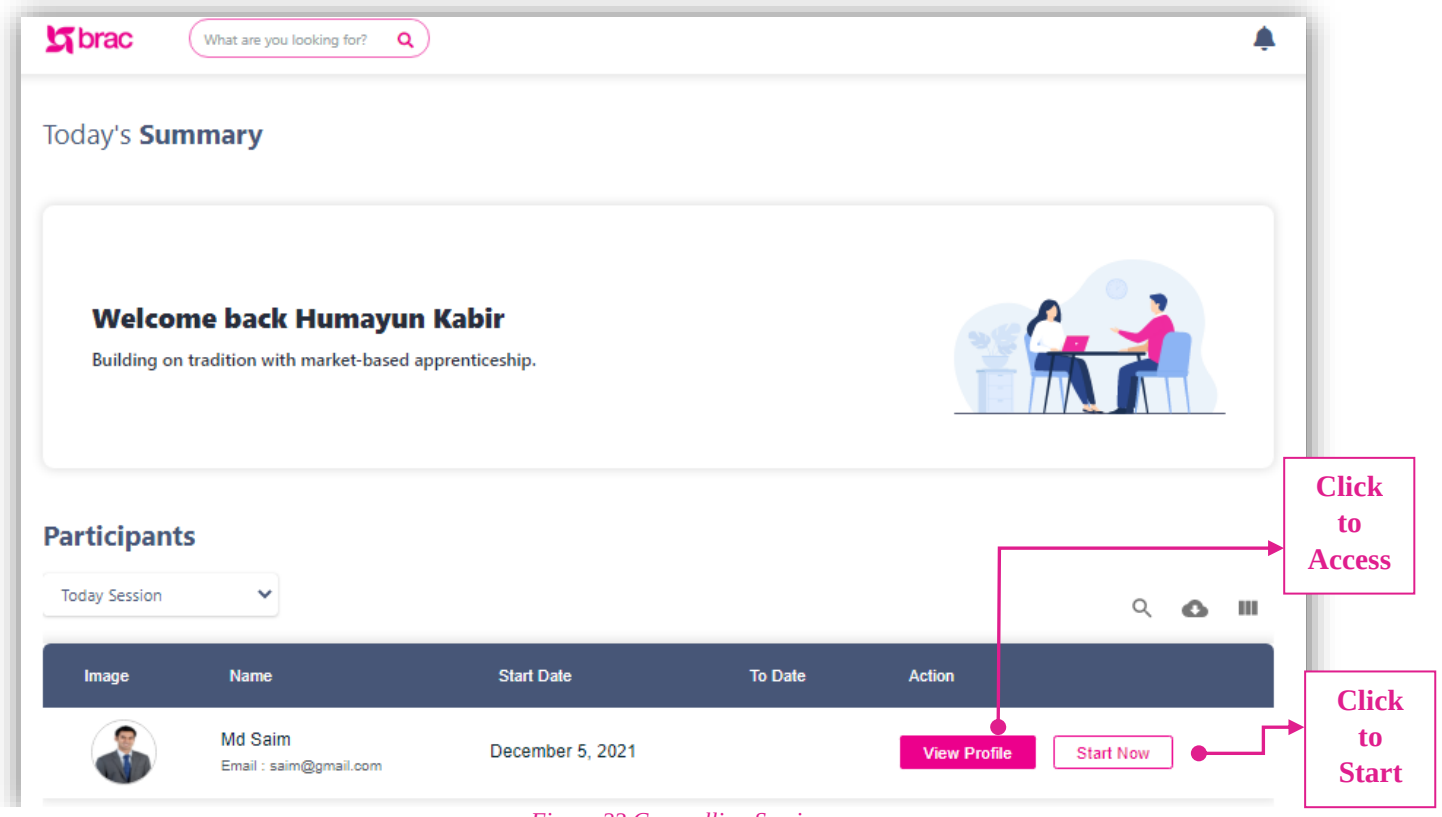


Figure 23 Counselling Session

- Clicking on the Start Now will Start the Counselling session

- Clicking on the button user will be able to start the online counselling session.

9.4 Create Task for Participant (counselling)

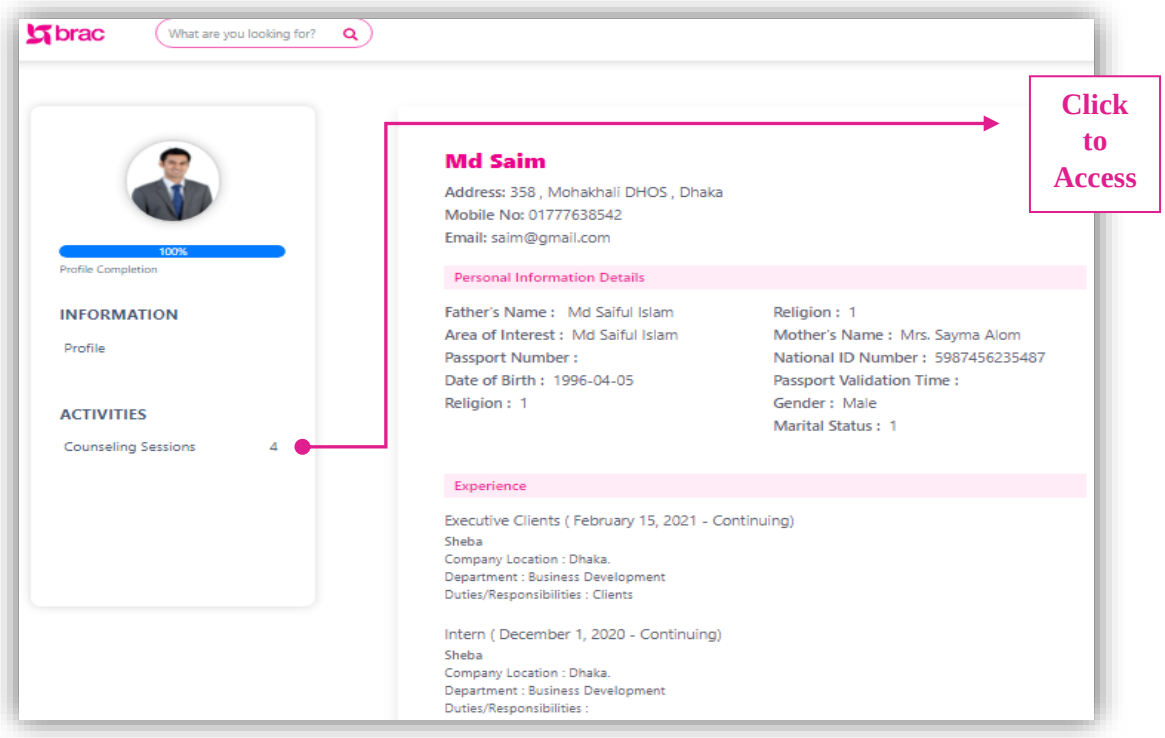


Figure 24 Participant Profile page

- Clicking on the button user will be able to create task for participant in the counselling.

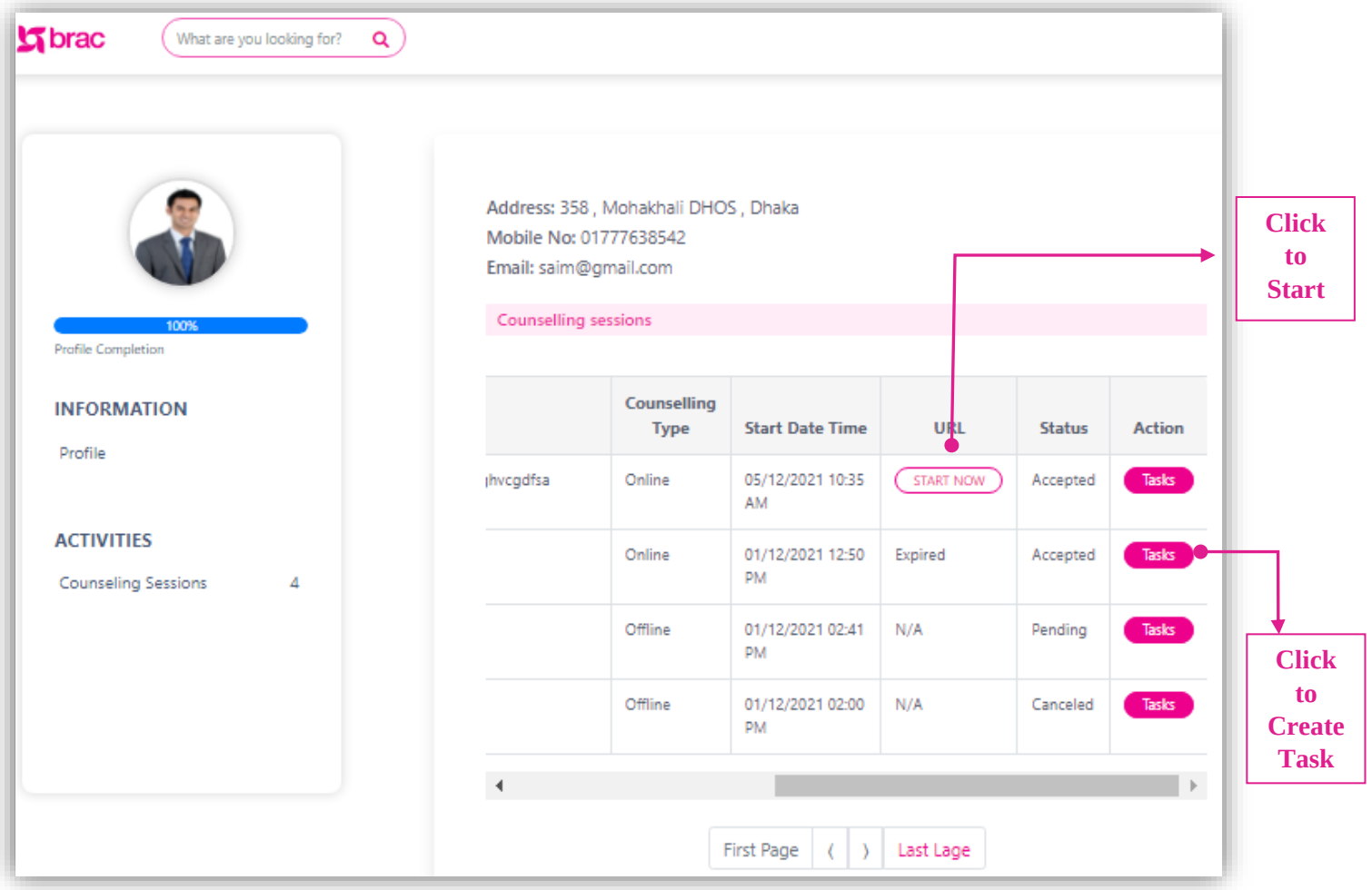


Figure 25 Counselling Session Page details

- User can start a session from here
- User can assign a task to participant from here.

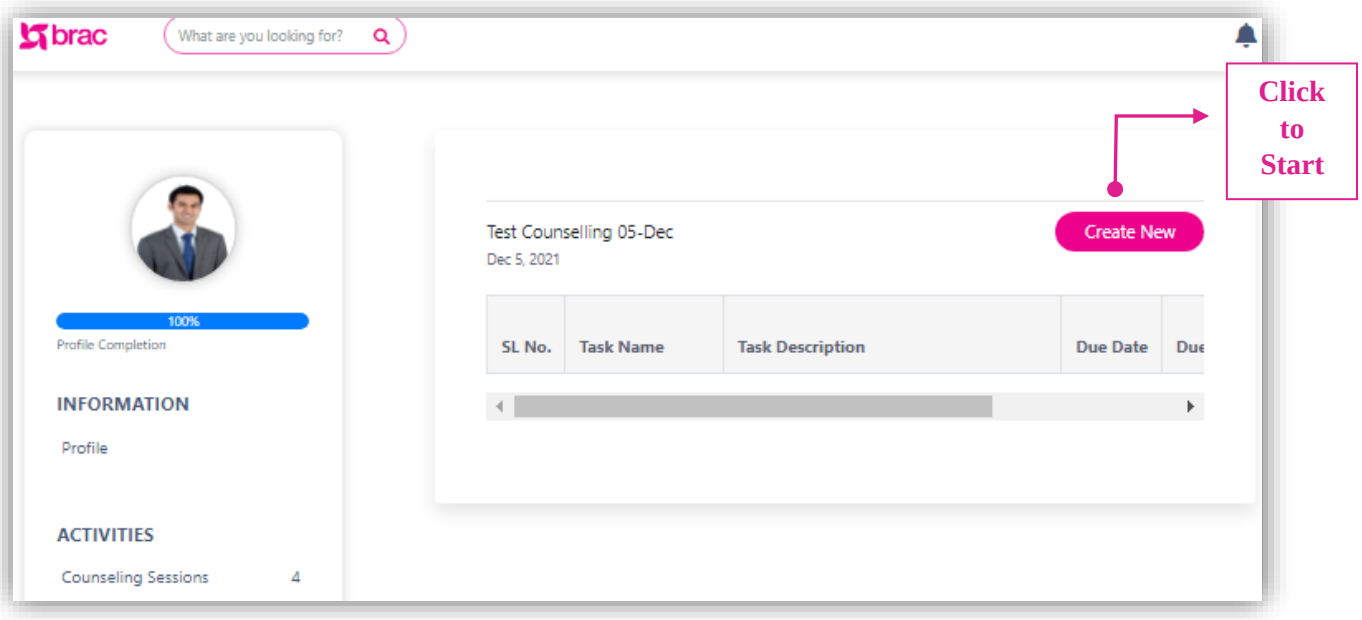


Figure 27 Create New Task (Counselling)

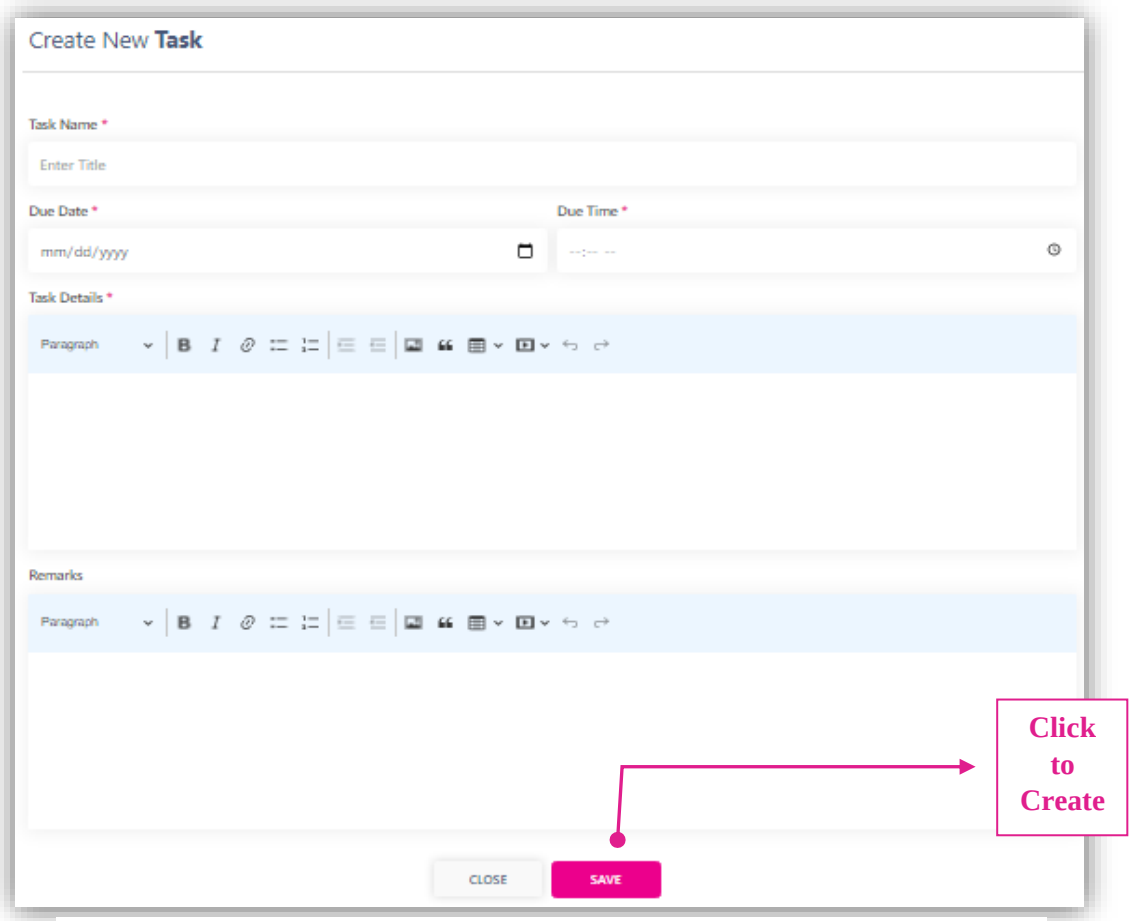


Figure 26 Create New Task Form

Table 19 Create New Task form

Column/Field Name/Icon/Button	***Description***
Task Name	Enter the relevant name of the task
Due Date	Select the relevant Due Date
Due Time	Due time for the task
Task Details	Add relevant task details.
Remarks	Enter Remarks for the counselling
Save	Clicking on the button will create Task.
Cancel	Click to close the form

9.5 Already Scheduled Counselling

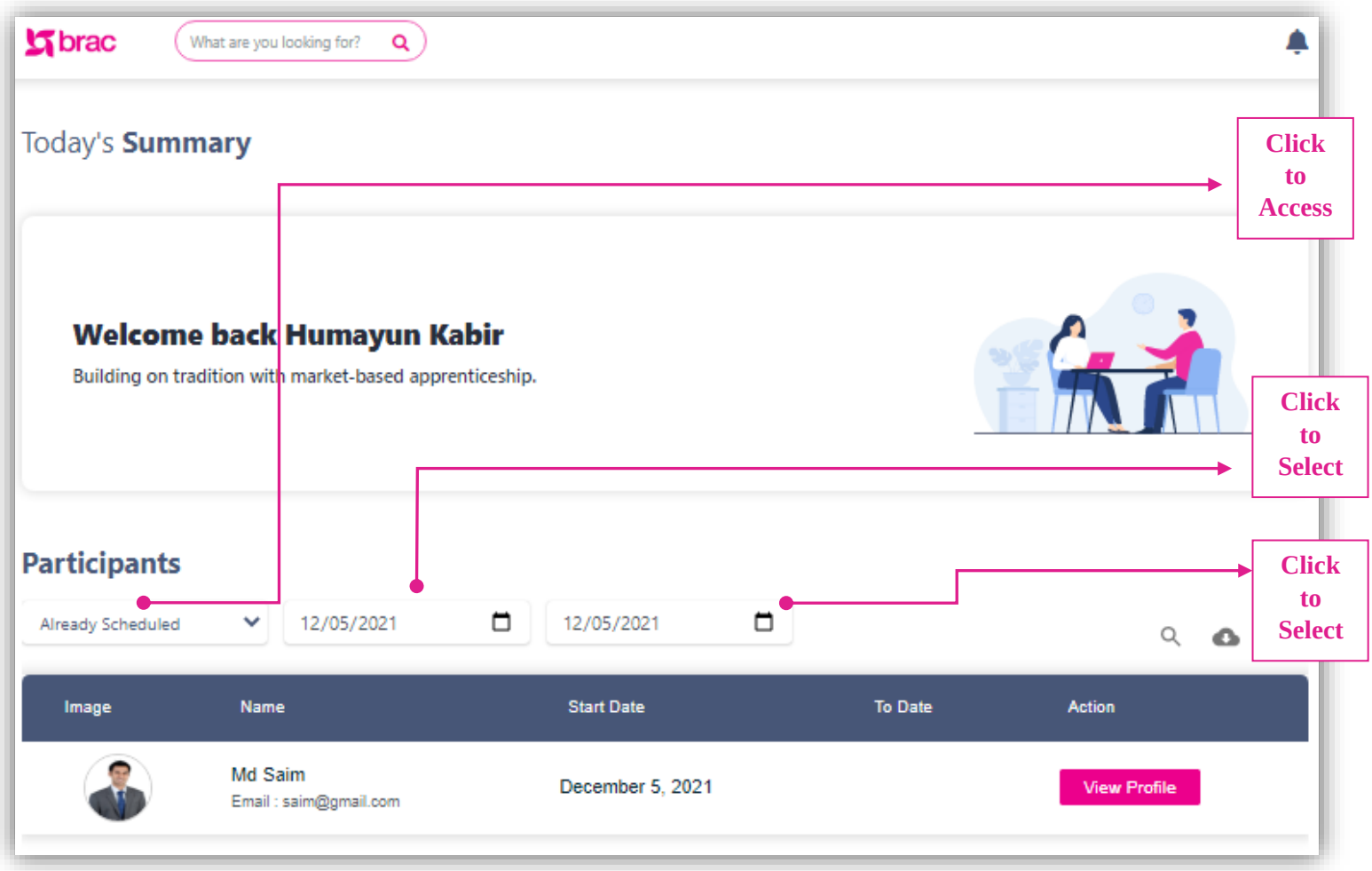


Figure 28 Already Scheduled page

- Here user will find all the scheduled counselling session of the participant.
- User have select Already Scheduled form the drop down.
- User have to select date range from the Date buttons.

10 Participant Module

In application's 4th phase Participant will be able to:

- ✓ Access Career Counselling
- ✓ Access Request Counselling;
- ✓ Access Task In Counselling

Including above, all the other correlated features are dissected and described below.

10.1 Application Registration (Participant)

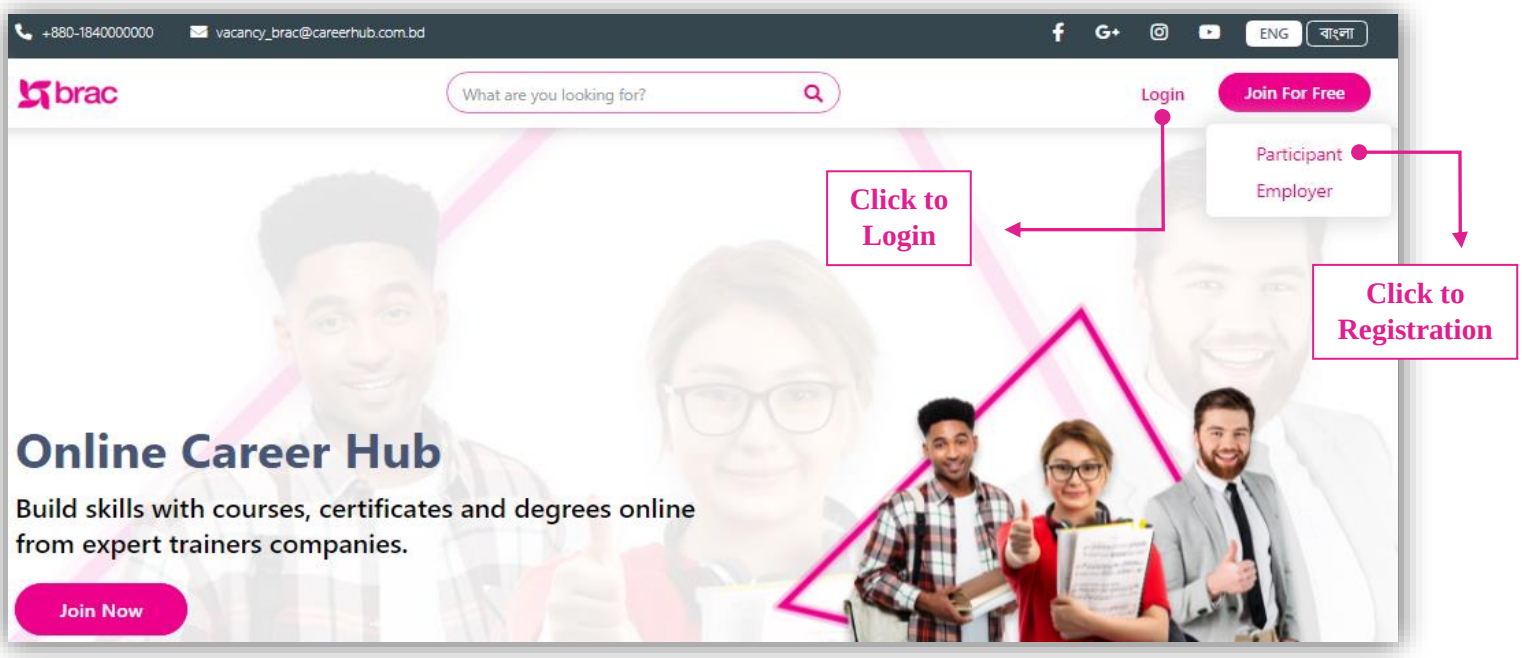


Figure 29 Application landing page

- This is the Application landing page for the external employer;
- Clicking on **Participant** user will redirect to participant registration form.

10.1.1 Participant Registration Form

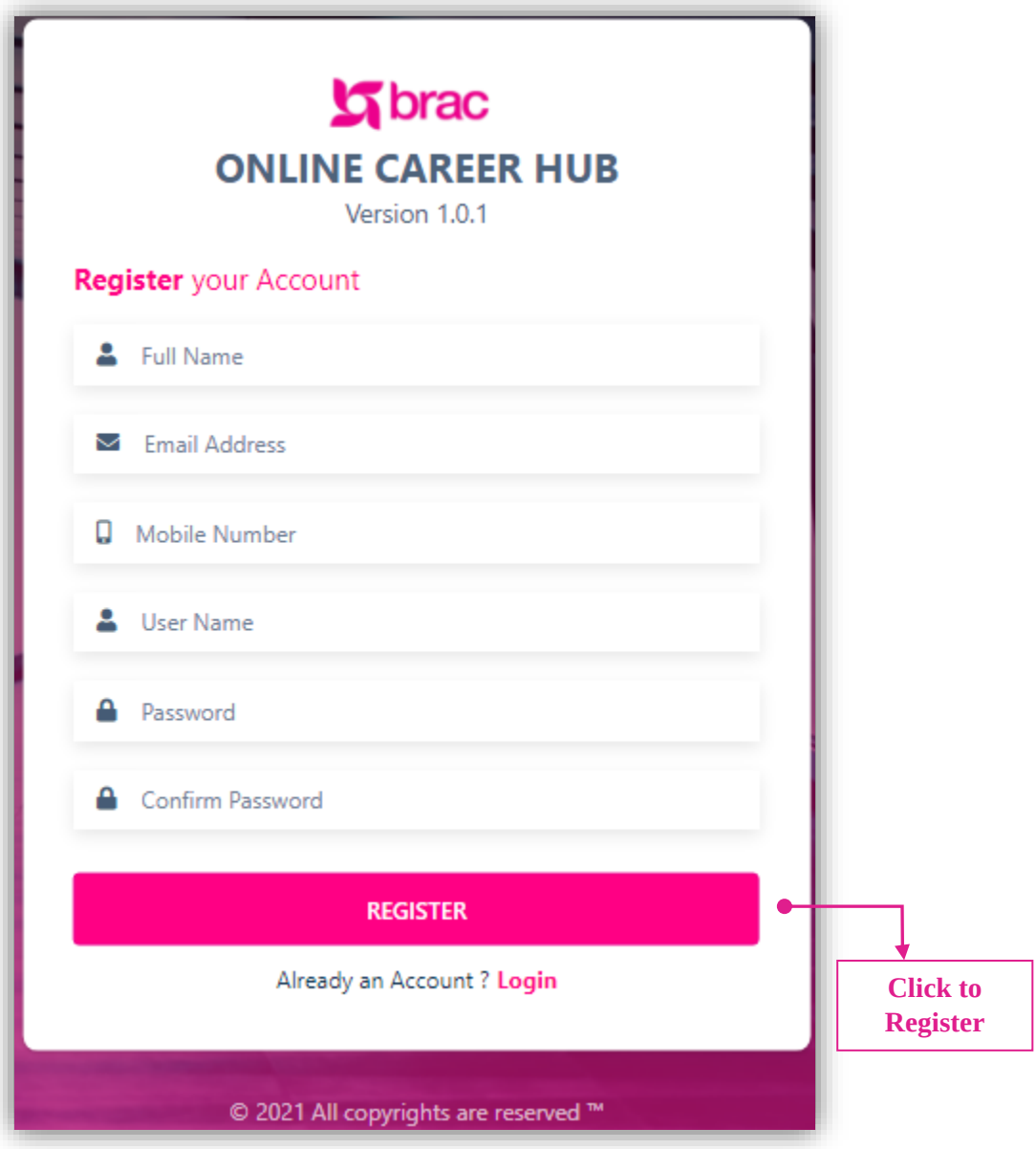


Figure 30 Participant Registration Form

- User will enter required information in the form

Table 20 Applications Registration Form Details

Field Name/Icon/Button	**Description**
Full Name	Enter participant full name
Email- address	Enter relevant mail Address of the participant
Mobile Number	Relevant phone number of the External employer
User Name	Relevant user name of the participant user
Password / Confirm Password	Enter user desired password , again confirm the password
REGISTER	Click to confirm registration.

10.1.2 Participant Login

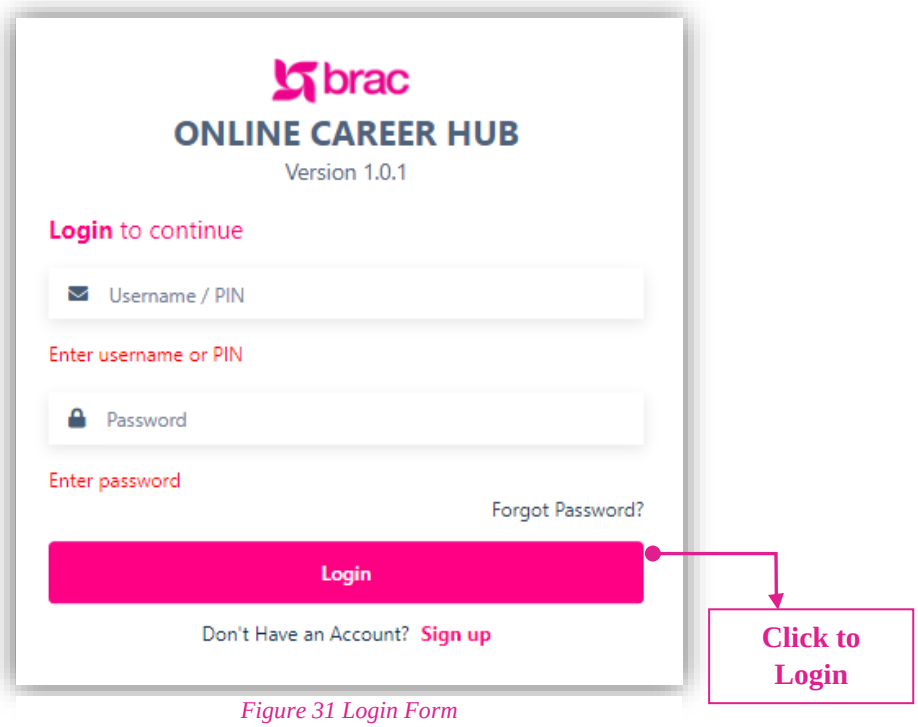


Figure 31 Login Form

- Enter User Name and Password
- Click to Login

10.1.3 Participant Dashboard

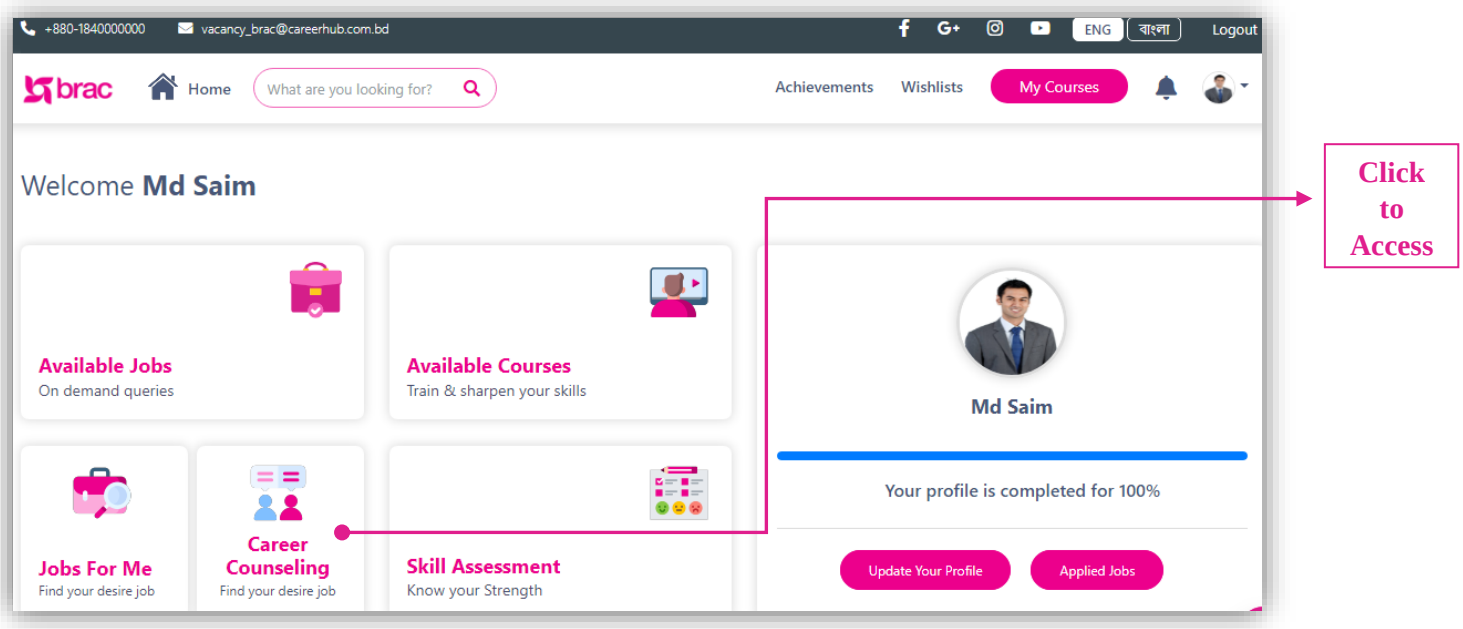


Figure 32 Participant Dashboard

- This is the dashboard of an Participant user;
- User will find **Career Counselling**.
- Clicking on Career Counselling user will redirect to Career counselling list page.

10.2 Career Counselling list

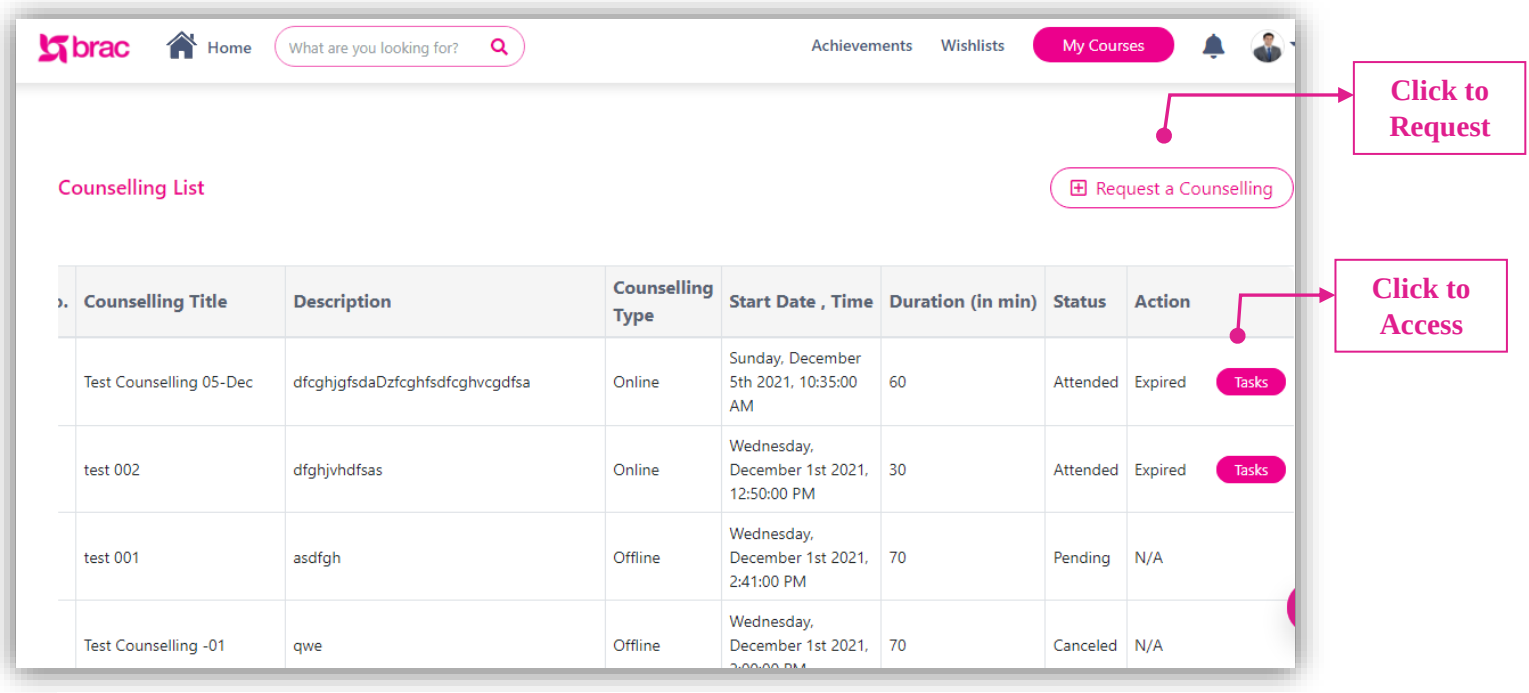


Figure 34 Counseling List

- Here participant can Request for a counselling session
- Participant cam complete as task from here.

Table 21 Counselling List Page details

Column/Field Name/Icon/Button	***Description***
Counselling Title	Enter the relevant title of the counselling
Start Date /Time	The relevant start Date and time
Duration	Duration of the counselling.
Status	Status of the counselling.
Counselling Type	Offline/ Online counselling type
Description	Relevant description for the counselling
Action	Relevant action for the counselling.

10.2.1 Task List (Counselling)

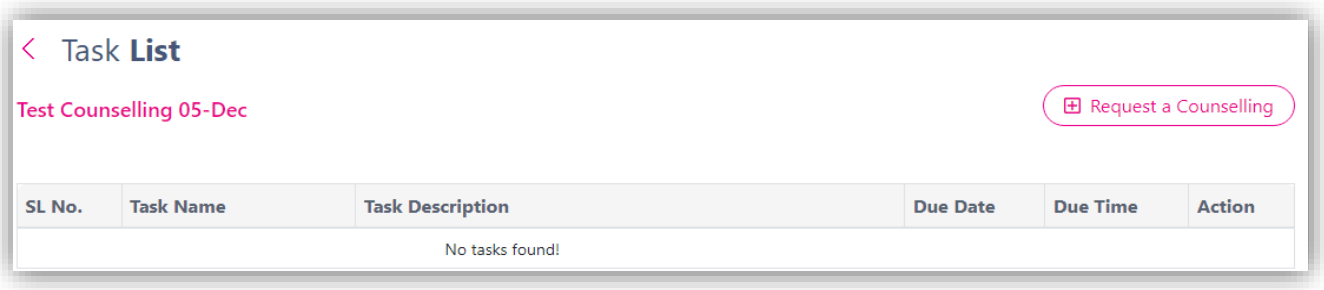


Figure 35 Task List Page

- Here user will find all the task that are assigned to a participant.

10.2.2 Request Counselling

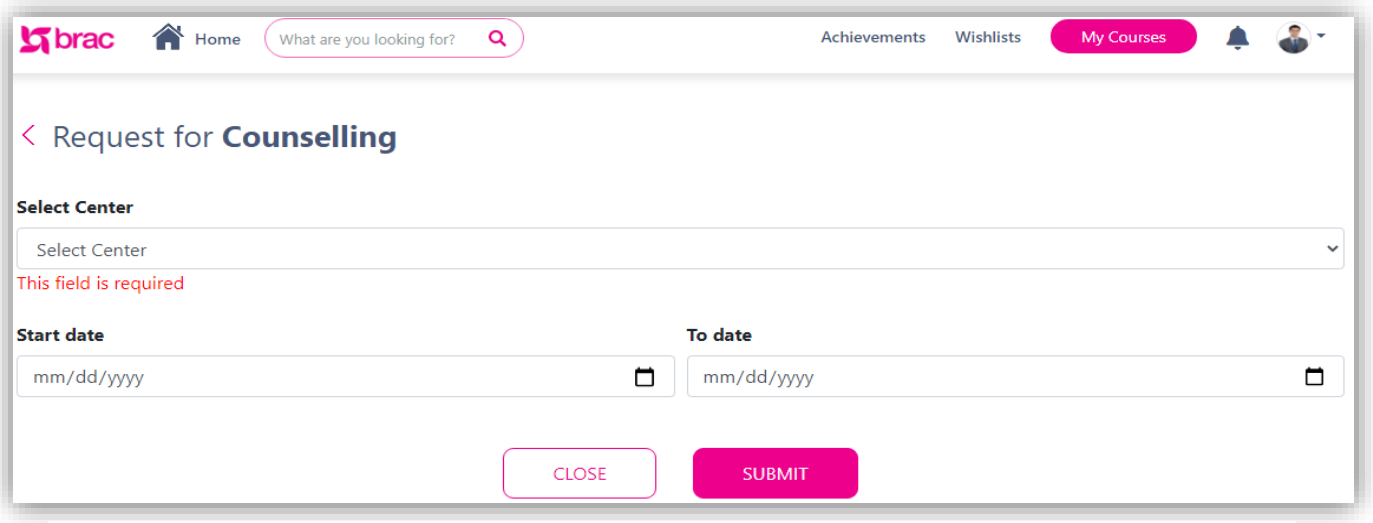


Figure 36 Request Counselling Form

- From here user can request for a counselling session.

Table 22 Request Counselling form details

Field Name/Icon/Button	**Description**
Select Center	Select Relevant Center Form the drop down
Start Date	Select relevant start date.
To Date	Select To date
Save	Clicking on the button will create a counselling request
Close	Clicking on the button will close the form

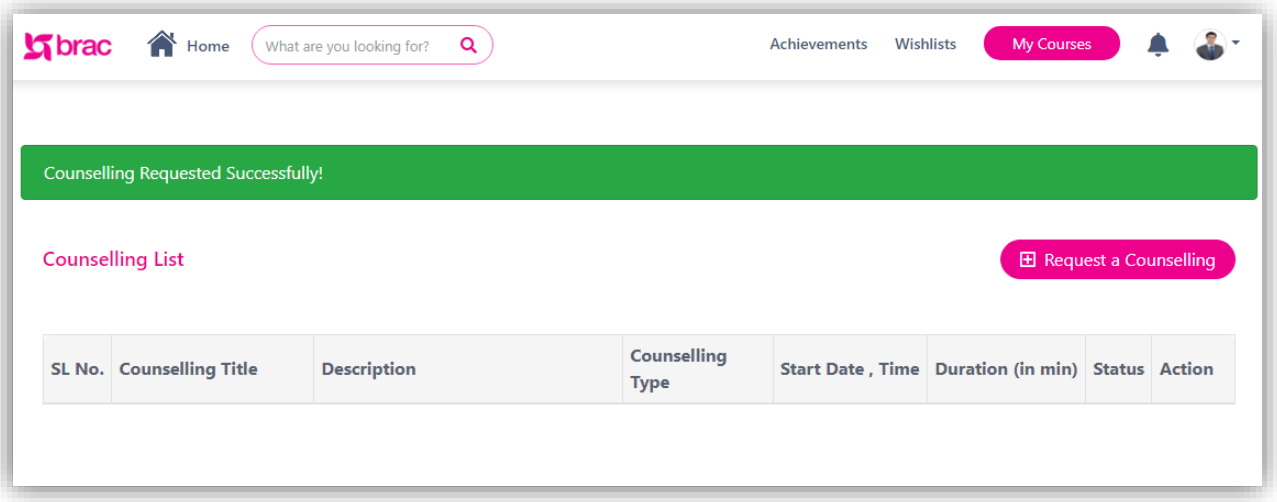


Figure 38 Confirmation message for Request counselling session

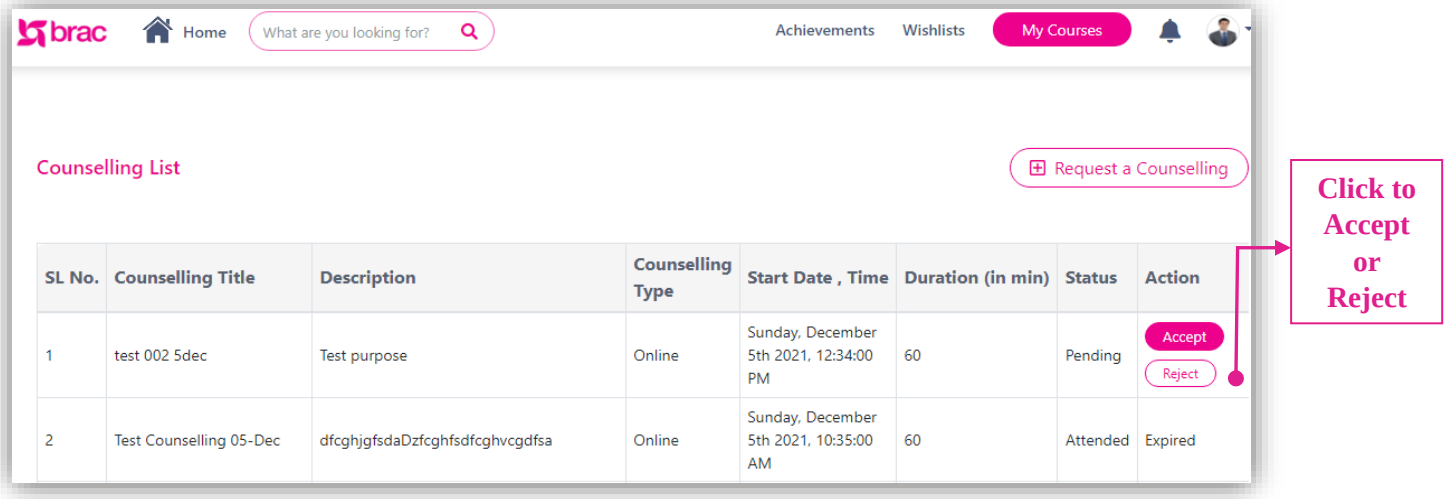


Figure 37 Counselling Listist

- After requesting a counselling session, the counsellor will create a Counselling Session.
- Participant will have to accept the Session that have been created by the Counsellor.

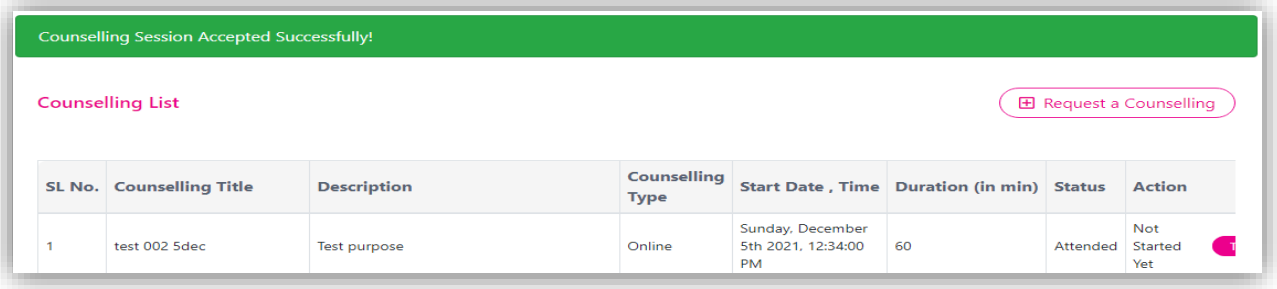


Figure 39 Confirmation Message

- After Accepting user will get this confirmation message

10.2.3 Join A Counselling Session

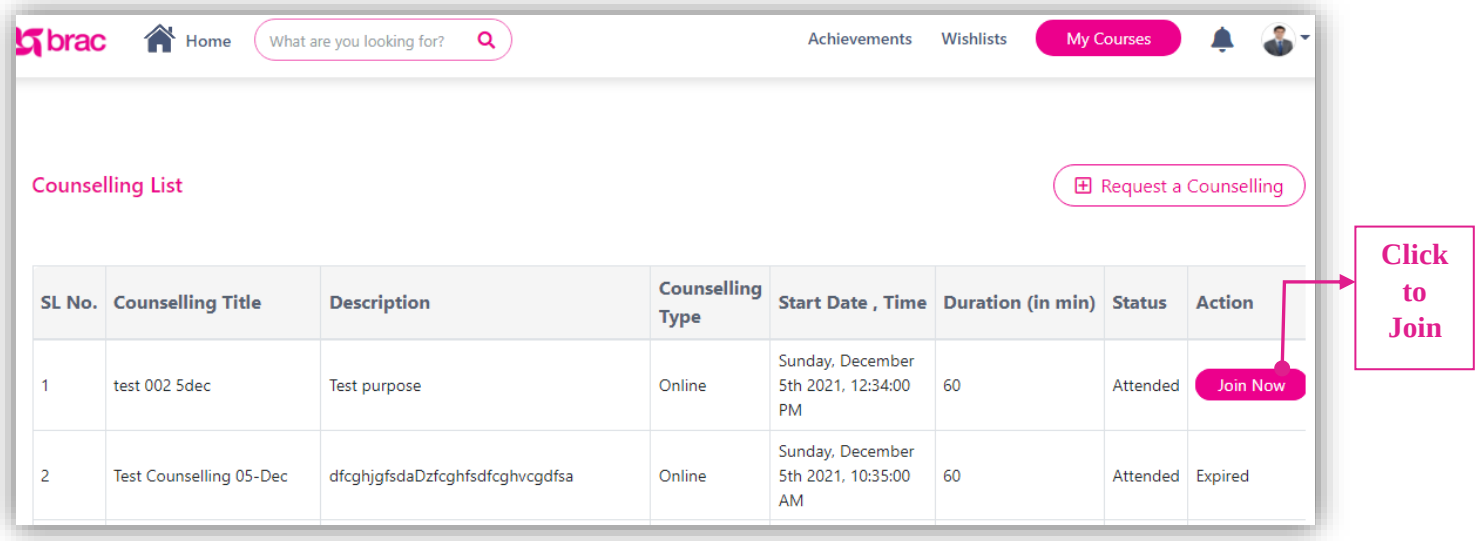


Figure 40 join a session

- From Here participant will be able to join a session
- Clicking on the Join Now button user will be able to join a counselling session.

10.3 Join Seminar

- Form the bottom of the dash board participant will find the details about the Web Seminar

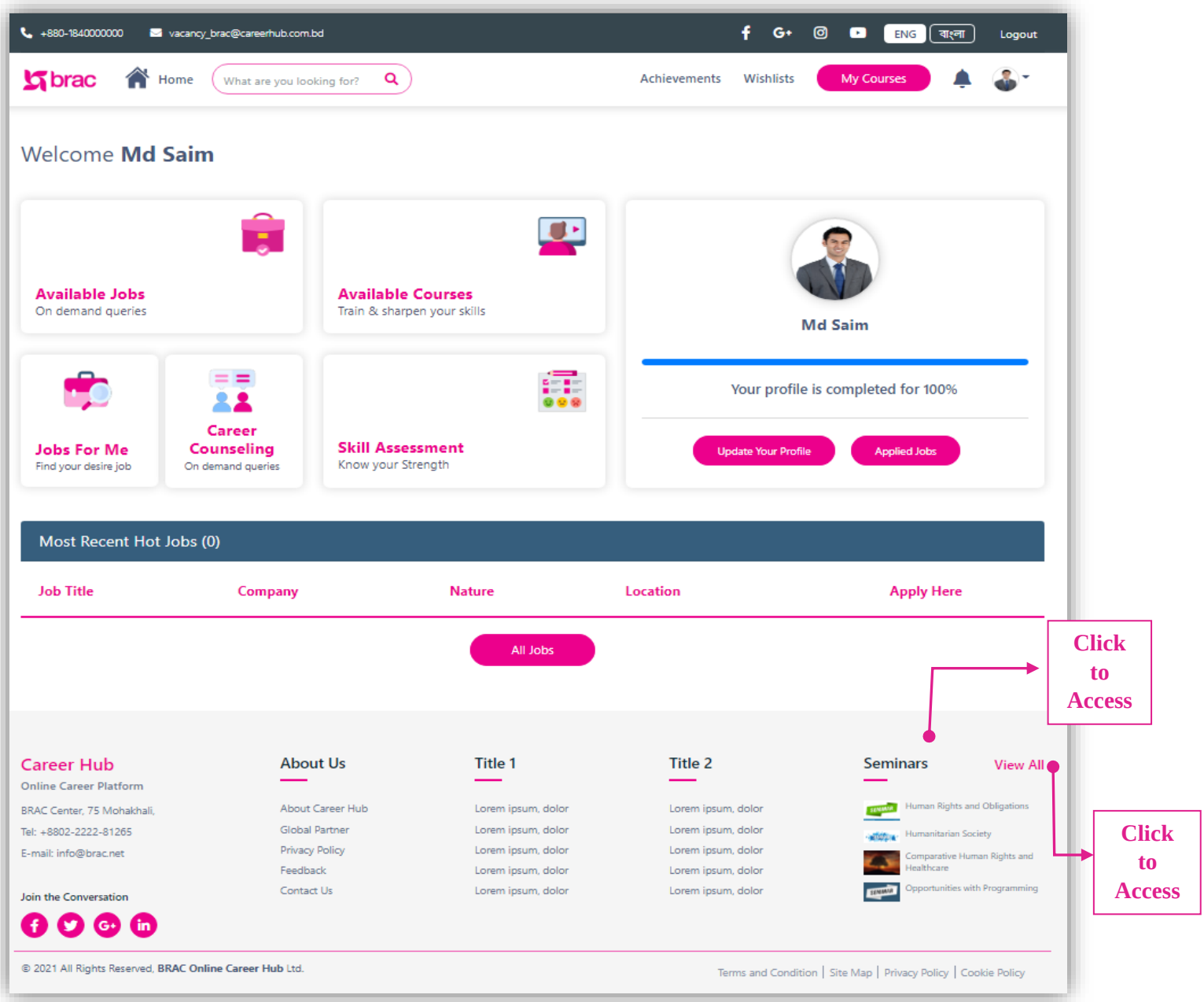


Figure 41 Participant Dashboard (Seminar)

- Here user will find all the seminar details.

10.3.1 Seminar Page

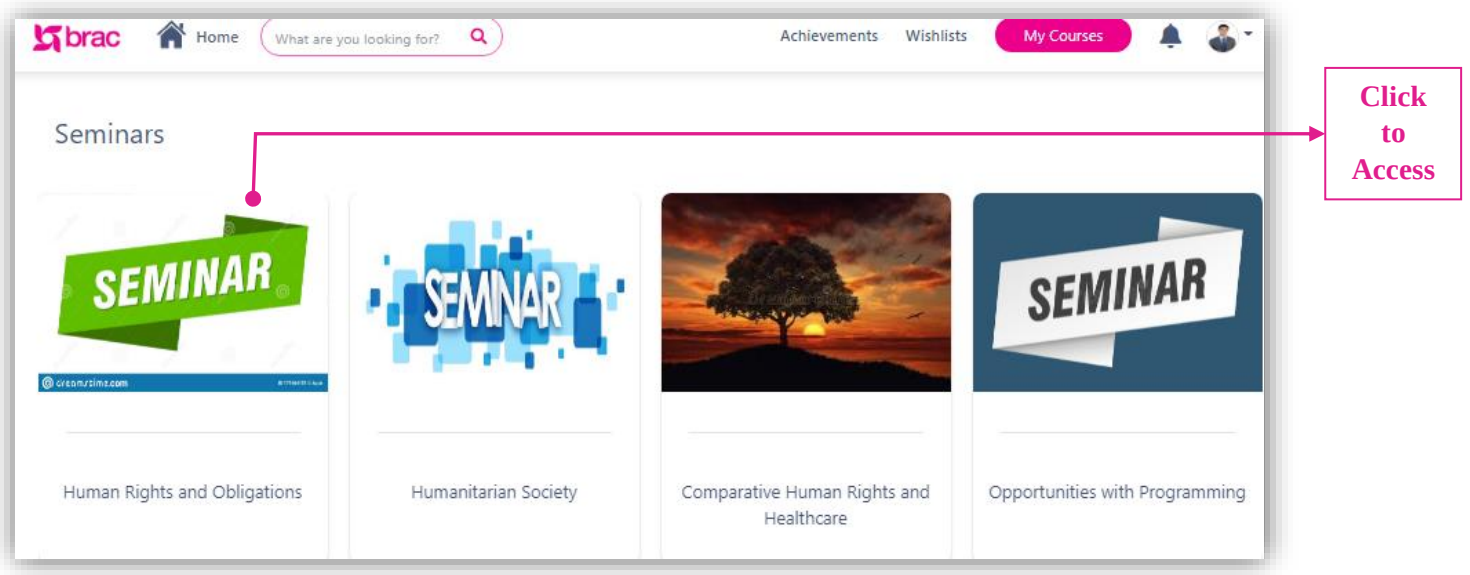


Figure 42 Seminar Page

- Clicking on the view card user will redirect to Seminar page.

10.4 Chat Bot

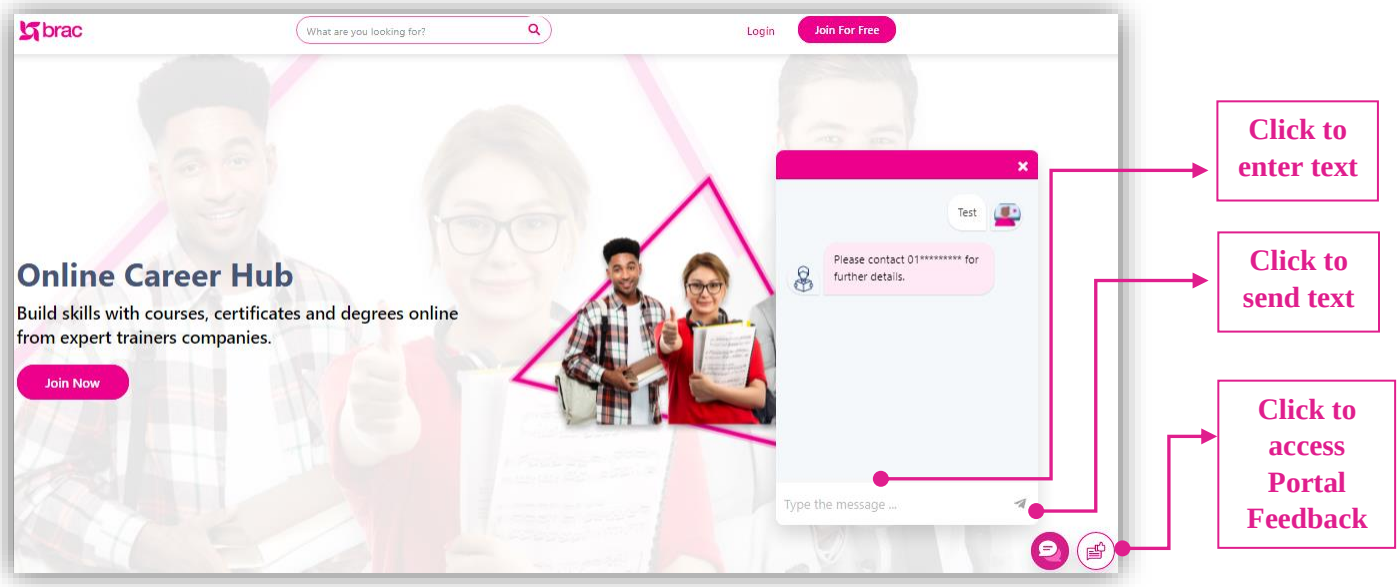


Figure 43 Chat bot

- From here user can send message.
- From here user can Access Portal Feed

10.5 Portal Feedback (Participant)

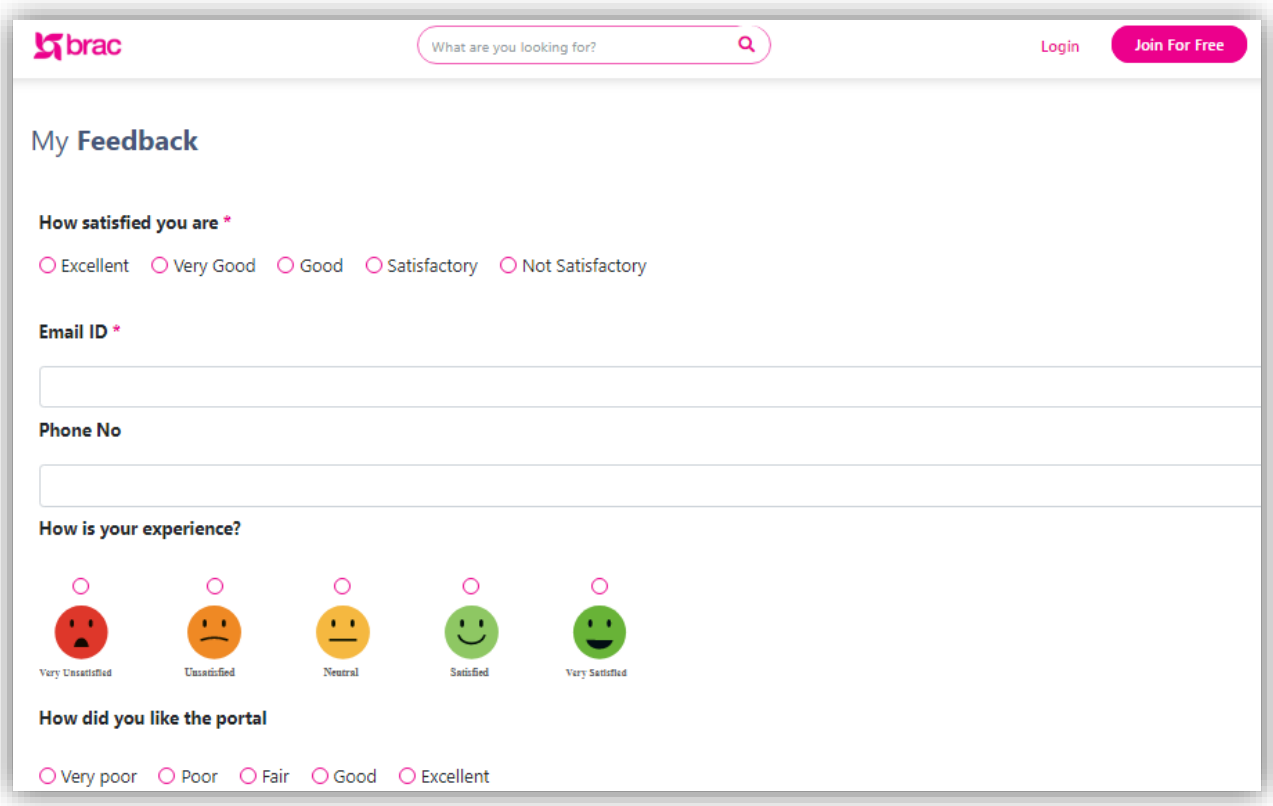


Figure 44 My Portal Feedback page

- From here participant can give portal feedback.
- By selecting relevant field/ options/ user can give a feedback and the response will show to the admin panel