**Contents**

[01. Program Objective 4](#_Toc488296230)

[02. Definition of Change in Education 4](#_Toc488296231)

[03. Scope of Design Work 4](#_Toc488296232)

[04. Scope of the Program System/Processes 4](#_Toc488296233)

[05. Guiding Principles of Program 4](#_Toc488296234)

[06. Objective & Goal of the Program 4](#_Toc488296235)

[07. Balance Score Card 5](#_Toc488296236)

[Stakeholder/Customer 5](#_Toc488296237)

[Finance 5](#_Toc488296238)

[Process 5](#_Toc488296239)

[Capability/Growth 5](#_Toc488296240)

[08. Scope of Program Activities 5](#_Toc488296241)

[09. Project Evaluation Criteria in Program 5](#_Toc488296242)

[10. School Education Need Analysis 6](#_Toc488296243)

[11. List of Project Types 6](#_Toc488296244)

[12. List of Projects 6](#_Toc488296245)

[13. Life Cycle 6](#_Toc488296246)

[Program Life Cycle 6](#_Toc488296247)

[Project Life Cycle 6](#_Toc488296248)

[14. Program Cost/Finance/Budget 6](#_Toc488296249)

[15. Program Human Resource Management 7](#_Toc488296250)

[16. Program Team Structure & Reporting Relationship 7](#_Toc488296251)

[17. Resource Demand Management 7](#_Toc488296252)

[Infrastructure Requirement (One time) 7](#_Toc488296253)

[Regular Resource Requirement (Regular/every time) 7](#_Toc488296254)

[18. Volunteer Management in Program 7](#_Toc488296255)

[Volunteer Demand Management in Program 7](#_Toc488296256)

[Program Volunteer enrollment process 7](#_Toc488296257)

[Program Volunteer engagement process 7](#_Toc488296258)

[Program Volunteer Database (Availability) 8](#_Toc488296259)

[Volunteer Mapping to Project/Program Activities 8](#_Toc488296260)

[Volunteer Actual Effort Reporting 8](#_Toc488296261)

[Volunteer Development Management 8](#_Toc488296262)

[19. Program Stakeholder Management 8](#_Toc488296263)

[20. Program Risk Management 8](#_Toc488296264)

[21. Quality/Metrics to Measure Progress of Program 8](#_Toc488296265)

[22. Quality Assurance 8](#_Toc488296266)

[23. Supplier/Vendor Management 8](#_Toc488296267)

[24. Knowledge Management 8](#_Toc488296268)

[Format 8](#_Toc488296269)

[Source 9](#_Toc488296270)

[Process 9](#_Toc488296271)

[Benchmarking Metrics & Practices 9](#_Toc488296272)

[System 9](#_Toc488296273)

[Access Management 9](#_Toc488296274)

[Searchable 9](#_Toc488296275)

[Training 9](#_Toc488296276)

[Type of Knowledge 9](#_Toc488296277)

[25. Best Project/Program Award 10](#_Toc488296278)

[Parameters of Selecting Best Project 10](#_Toc488296279)

[Process of Selecting Project 10](#_Toc488296280)

[Process of Awarding the Project 10](#_Toc488296281)

[26. Best Volunteer Award 10](#_Toc488296282)

[Parameters of Selecting Best Volunteer 10](#_Toc488296283)

[Process of Selecting Volunteer 10](#_Toc488296284)

[Process of Awarding the Volunteer 10](#_Toc488296285)

[27. Change Management of Program 10](#_Toc488296286)

[28. Schedule Management Program 10](#_Toc488296287)

[Define process of developing and negotiating and baselining schedule 10](#_Toc488296288)

[29. Communication Management of Program 10](#_Toc488296289)

[Define communication process & formats 10](#_Toc488296290)

[30. Program Funding & Budget Management 11](#_Toc488296291)

[31. Program Milestone & Deliverables 11](#_Toc488296292)

[32. Program Donor Alignment 11](#_Toc488296293)

[33. Governance 11](#_Toc488296294)

[Program Governance 11](#_Toc488296295)

[Project Governance 11](#_Toc488296296)

[34. Change Management in Program 11](#_Toc488296297)

[35. Reporting & Data Collection in Program 11](#_Toc488296298)

[Attendance taking and reporting process 11](#_Toc488296299)

[Field Activities Data Collection of Project 12](#_Toc488296300)

[Benefit reporting process 12](#_Toc488296301)

[Benefit Data Collection of Project 12](#_Toc488296302)

[36. Course Content Management 12](#_Toc488296303)

[Course Structure 12](#_Toc488296304)

[Course Teacher Map 12](#_Toc488296305)

# Program Objective

To create a positive **change** in society so that every underprivileged get equal quality and opportunity of education which is available to the children of resourceful people in the society.

# Definition of Change in Education

Self-motivated individual contribute & create impact in skill upgradation or education of underprivileged

# Scope of Design Work

Design a school development program with an emphasis on **teaching-learning** process to ensure that every child in school get **class/age** appropriate **minimum learning level** (MLL)

These projects/activities should be eventually **sustainable by local community** in 3-4 years.

MLL includes **reading, writing, arithmetic, compression and value inculcation**.

Value includes **respect for parents, teachers, nation and sense of giving**.

# Scope of the Program System/Processes

All the project will follow the processes, systems and document which are defined for this program. If there is deviation in any project then it need to be documented and customized in the documents related to that project.

# Guiding Principles of Program

1. Need- Do only those project/activities which are needed and valued by the communities
2. Scale- When defining processes or doing process make sure that it can be scaled
3. Self-Sustainable- When defining processes or doing process make sure that it can be self-sustained by local community over the period
4. Teaching Learning- Ensure every deliverable, activities, project helps in improving teaching learning experience

# Objective & Goal of the Program

* Improve Quality of Basic Education among poor
  + Subject Score improvement
  + Reduce Dropout
* Skill Development among poor
  + Number of jobs post training
  + Number of days work post training
* Improve social harmony
  + Sharing
  + Playing
  + Celebrating
* Self Sustainable
  + Increase community participation
  + FTE : Volunteer Ratio

# Balance Score Card

## Stakeholder/Customer

|  |  |  |  |
| --- | --- | --- | --- |
| Objective | Measure | Targets | Initiatives |
|  |  |  |  |
|  |  |  |  |

## Finance

|  |  |  |  |
| --- | --- | --- | --- |
| Objective | Measure | Targets | Initiatives |
|  |  |  |  |
|  |  |  |  |

## Process

|  |  |  |  |
| --- | --- | --- | --- |
| Objective | Measure | Targets | Initiatives |
|  |  |  |  |
|  |  |  |  |

## Capability/Growth

|  |  |  |  |
| --- | --- | --- | --- |
| Objective | Measure | Targets | Initiatives |
|  |  |  |  |
|  |  |  |  |

# Scope of Program Activities

# Project Evaluation Criteria in Program

Define evaluation parameters

# School Education Need Analysis

Define criteria which will help you in starting a new education centre

Define criteria which will help you in determining what need to be taught in school

# List of Project Types

* Value Education
* Learning Capacity Building
* Infrastructure Projects
* Sponsored Project (CSR) – Infrastructure
* Sponsored Project (CSR) – Learning Level Improvement

# [List of Projects](Program-Project-List.xlsx)

# Life Cycle

## Program Life Cycle

Define program life-cycle here

## Project Life Cycle

Define project life-cycle here

# Program Cost/Finance/Budget

Describe the process/draw a diagram of cost management. It should cover following stages.

* Resource Estimation
* Effort Estimation
* Cost Estimation
* Financing
* Allocation
* Monitoring
* Reporting

# Program Human Resource Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | Employees | Volunteer | Partner NGO |
| Induction Training |  |  |  |
| Job Oriented Training |  |  |  |
| Escalation |  |  |  |
| Motivation Program |  |  |  |
| Conflict Management |  |  |  |
| Availability Plan |  |  |  |
|  |  |  |  |

Describe the process/draw a diagram of human resource management

# [Program Team Structure & Reporting Relationship](Program-Organization-Structure.pptx)

# Resource Demand Management

Resource includes (human resource, machine, material, ticket, food, bag etc). All human resources whether volunteer or paid should be listed here.

Describe resource demand management process. Use diagram

## [Infrastructure Requirement (One time)](Program-Resource-Demand-Management.xlsx)

## [Regular Resource Requirement (Regular/every time)](Program-Resource-Demand-Management.xlsx)

# Volunteer Management in Program

## [Volunteer Demand Management in Program](Program-Volunteer-Demand-Management.xlsx)

## Program Volunteer enrollment process

Define volunteer enrollment process. Use diagram

## Program Volunteer engagement process

Define volunteer engagement process. Use diagram

## [Program Volunteer Database (Availability)](Program-Volunteer-Database%20(Availability).xlsx)

## [Volunteer Mapping to Project/Program Activities](Program-Volunteer-Assignment.xlsx)

## [Volunteer Actual Effort Reporting](Program-Volunteer-Assignment.xlsx)

## [Volunteer Development Management](Program-Volunteer-Development.xlsx)

# [Program Stakeholder Management](Program-Stakeholders-Management.xlsx)

Describe program stakeholder management. Use diagram

# [Program Risk Management](Program-Risk-Management.xlsx)

Describe program risk management. Use diagram.

# Quality/Metrics to Measure Progress of Program

Describe metrics to monitor the progress of program and project by YfS

# Quality Assurance

Describe how to ensure that processes described are being followed and data reported is correct.

# [Supplier/Vendor Management](Program-Vendor-Manageemnt.xlsx)

Describe how vendors/supplier of services, equipment, material will be selected in program or for any project. How the contract will be negotiated? How payments will be made? How progress of vendor will be monitored? How change in procurement can be initiated?

# Knowledge Management

## Format

* Editable Documents
* Audio
* Pictures
* Movie
* PDF
* Records

## Source

* Donor
* Research
* Government
* Team Generated

## Process

1. Collecting Lessons Learned
2. Collecting Artifacts
3. Collecting Project Data & Metrics
4. Organizing documents, Information & Data
5. Sharing Platform with stakeholders
6. Access Permission Management
7. Backup & Archival

## Benchmarking Metrics & Practices

* Study Metrics & Practices of Others in Industry
* Compare
* Calibrate for Adjustment
* Benchmark the practices and metrics

## System

Describe the system

## Access Management

Define access and security of knowledge system will be ensured

## Searchable

Define how knowledge will be searched

## Training

Define training plan

## Type of Knowledge

* Lessons Learned
* Archive
* Records

# Best Project/Program Award

## Parameters of Selecting Best Project

## Process of Selecting Project

## Process of Awarding the Project

# Best Volunteer Award

## Parameters of Selecting Best Volunteer

## Process of Selecting Volunteer

## Process of Awarding the Volunteer

# Change Management of Program

* What is change
* How to initiate change
* Revising the Existing Plan & Goal of Project

# [Schedule Management Program](Program-Timeline.xlsx)

## Define process of developing and negotiating and baselining schedule

# [Communication Management of Program](Program-Communication-Management.xlsx)

Define communication process & reporting formats

# [Program Funding & Budget Management](Program-Funding-Budget-Requirement.xlsx)

# [Program Milestone & Deliverables](Program-Milestones-Deliverables.xlsx)

# [Program Donor Alignment](Program-Donor-Alignment.xlsx)

# Governance

## Program Governance

* Retrospective with Teachers
* Retrospective with Other Stakeholders
* Sharing teacher’s learning with other teachers
* Monthly Review
* Milestone Reviews
* Review with Donors
* Review with Community Leaders

## Project Governance

* Retrospective with Teachers
* Retrospective with Other Stakeholders
* Sharing teacher’s learning with other teachers
* Monthly Review
* Milestone Reviews
* Review with Donors
* Review with Community Leaders

# Change Management in Program

* Process of change management (handling)
* Change in Project Objective
* Change in Benefits Goals
* Change in Project Scope
* Change in Resource/Volunteer Need
* Change in Training Need

# Reporting & Data Collection in Program

## Attendance taking and reporting process

Define attendance tacking process

## [Field Activities Data Collection of Project](Field-Activities-Progress-Reporting.xlsx)

## Benefit reporting process

Define benefit reporting process

## [Benefit Data Collection of Project](Field-Benefits-Reporting.xlsx)

# Course Content Management

## [Course Structure](Course-Structure.xlsx)

## [Course Teacher Map](Course-Teacher-Mapping.xlsx)