**List of personas**

**Persona #1 – Homeless people / poor families**

a. Name – XXXX XXXX

b. Age – 20 to 75+

c. Gender – Male / Female

d. Location - Address

e. Education – None or very less

f. Family – Known / Unknown

g. Primary goal – Food and Shelter

h. How they will use system –

a. Create account on the platform

b. Search for the course based on the location

c. Take a course / Rate a trainer

**Persona #2 – Trainers / Coaches**

a. Name – XXXXX XXXX

b. Age – 20 to 60

c. Gender – Male / Female

d. Location – Current Address

e. Education – Optional

f. Family - Known

g. Primary goal – To

h. How they will use the system –

a. Register as a trainer

b. Start a new batch

c. Request for infrastructure or logistics

**Persona #3 – NGOs**

a. Name – XXXX XXXX

b. Age – No of years’ active

c. Gender - None

d. Location – Their current address

e. Education – Not applicable

f. Family – Not applicable

g. Primary goal – To help homeless people

h. How they will use the system –

1. Register as a NGO
2. Provide trainers with infrastructure and logistics for conducting training