



Republic of Rwanda
Ministry of Education



RQF LEVEL 5



FOOD AND BEVERAGE OPERATIONS

FBOIA501 Industrial Attachment Program

TRAINEE'S MANUAL

April 2025

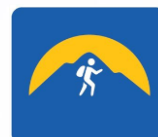


Republic of Rwanda
Ministry of Education



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TVET BOARD

INDUSTRIAL ATTACHMENT PROGRAM



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KIGALI-RWANDA

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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competency-Based Education and Training

EU: European Union

FBO: Food and Beverage Operations

IAP: Industrial Attachment Program

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **Integrate the workplace**. Trainees undertaking this module shall be exposed to practical activities that will develop and nurture their competences.

The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics. You will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit. A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to trainees to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Demonstrate supervisory skills

Unit 2: Enhance creativity and innovation during IAP program

Unit 3: Promote and implement professional skills transfer

UNIT 1: DEMONSTRATE SUPERVISORY SKILLS



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Demonstrate supervisory skills. It includes Identification of labour contract, Identification of supervisor's roles and responsibilities, Supervisor qualities and skills and Filing work related documents

Self-Assessment: Unit 1

1. Study the Figure above: Demonstrate Supervisory Skills and answer the following questions.
 - a. What do you see in the figure?
 - b. What do you think the figure is all about?
 - c. Do you think the figure reflects the learning unit? Briefly explain your response
 - d. What do you think will be topics to be covered under this unit based on the figure?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe of labor contract key terms					
Describe the Main components of labor contract					
Identify the types of labor contract					
Develop labor contract					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe Law governing contract in Rwanda					
Implement Law governing contract in Rwanda					
Identify supervisor's roles and responsibilities					
Implement supervisor's roles and responsibilities					
Define Supervisor qualities and skills key terms					
Identify Supervisor qualities and skill					
Implement supervisor's qualities and skill					
Define of work-related documents key terms					
Describe work related document used in IAP					
Differentiate the ways to file documents in a filing cabinet					
File work related documents					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe labor contract key terms	1. Develop labor contract	1. Be attentive to details while developing labor contract
2. Describe the Main components of labor contract	2. Implement Law governing contract in Rwanda	2. Be precise and transparent to avoid misunderstandings.
3. Identify the types of labor contract	3. Implement supervisor 's roles and responsibilities	3. Double-check all clauses to ensure accuracy and compliance with legal standards
4. Describe Law governing contract in Rwanda	4. Implement supervisor 's qualities and skill	4. Respect for Workers' Rights
5. Identify supervisor 's roles and responsibilities	5. Fill work related documents	5. Follow carefully the Low governing contract in labor employment
6. Define Supervisor qualities and skills key terms		6. Be accountable in the implementation and enforcement of the law regarding contracts.
7. Identify Supervisor qualities and skill		7. Be open to acquiring new skills
8. Define work-related documents key terms		8. Be accurate on the information while filling the work-related documents
9. Describe work related document used in IAP		
10. Differentiate ways to file documents in a filing cabinet		



Discovery activity:



Task 1

1. Referring to your experience in the demonstration of Supervisory Skills, read and answer the following questions:
 - a. How would you define the key terms used in a labor contract?
 - i. Labor
 - ii. Contract
 - iii. Labor market
 - b. Can you explain the main components of a labor contract?
 - c. What are the different types of labor contracts?
 - d. How do the laws governing labor contracts in Rwanda protect workers' rights?
 - e. What do you think are the primary roles and responsibilities of a supervisor in the workplace?
 - f. What qualities and skills do you believe make an effective supervisor?
 - g. What types of work-related documents are commonly used in the IAP
 - h. What are the various methods of filing documents in a filing cabinet?

Topic 1.1: Developing labour contract



Activity 1: Problem Solving



Task 2:

Read the scenario below and answer the questions asked

ABC Institution is hiring workers for a new project scheduled to last six months. The institution needs to draft labor contracts that ensure compliance with Rwanda's labor laws while addressing specific project needs, such as overtime work and safety requirements. Donald who is in charge of drafting labor contract in the institution at the first time is seeking your advice as is new graduate from TVET School. Answer the following multiple-choice questions by choosing the right answer to show that you can provide a helpful advice.

1. Among the following statements, what is the primary purpose of a labor contract?
 - a. To provide a verbal agreement between employer and employee
 - b. To define the rights and responsibilities of both employer and employee
 - c. To determine the market value of the employee
 - d. To establish informal communication between employer and employee
2. Among the following statements, what is the best way to ensure employees understand the terms of their labor contracts?
 - a. Use complex legal jargon to make the contract official
 - b. Provide contracts only in the employer's preferred language
 - c. Use clear, simple language and explain terms to employees
 - d. Avoid discussing contract terms to prevent disputes
3. Among the following statements, what clause in a labor contract outlines the conditions under which the agreement can be terminated?
 - a. Job description clause
 - b. Termination clause
 - c. Duration clause
 - d. Confidentiality clause
4. Why is it important for labor contracts to align with the labor laws of a specific country?
5. What are the types of labor contracts in Rwanda?

Key Facts 1.1 Developing labour contract

- **Labor contract key terms**

- ✓ **Labor:** Refers to the physical or intellectual effort used in the production of goods and services in the exchange with compensation
- ✓ **Contract:** A legally binding agreement outlining the obligations, rights, responsibilities and expectations of two or more parties (employer and employee)
- ✓ **Labor market:** Refers to the environment where employers seek workers, and individuals look for jobs.
- ✓ **Labour contract:** is a legal document outlining the terms of the labour agreement between an employee and employer for defining the light of the two parties. Which will be able to facilitate in resolution of conflicts between two parties.
- ✓ **An employment contract:** is an agreement issued during the hiring or renewal process that establishes the terms of your work relationship

- **Main components of labor contract**

The main components of a labor contract typically include the following:

- ✓ **Parties Involved:** Identification of the employer and employee (names, addresses, and roles).
- ✓ **Job Description:** Title or position of the employee. Detailed description of responsibilities and duties.
- ✓ **Contract Duration:** Start date and, if applicable, end date. Contract types (permanent, fixed-term, or temporary contract specification)
- ✓ **Working Hours:** Expected number of working hours per day/week including Overtime policies and conditions.
- ✓ **Compensation:** Salary or wages, including payment frequency (weekly, biweekly, monthly). Bonuses, commissions, or additional compensation, if any.
- ✓ **Benefits:** Health insurance, retirement plans, or other benefits. Paid leave (annual, sick, maternity/paternity leave, etc.).
- ✓ **Code of Conduct and Policies:** Rules and regulations the employee must adhere to. Provisions for disciplinary actions.

- ✓ **Termination Clause:** Conditions under which the contract can be terminated by either party, notice period required for termination and Severance pay or penalties upon breach.
- ✓ **Confidentiality and Non-Disclosure:** Obligation to protect company secrets and sensitive information.
- ✓ **Non-Compete and Conflict of Interest:** Restrictions on working for competitors during and after employment and Policies on engaging in conflicting activities.
- ✓ **Health and Safety Requirements:** Responsibilities of the employer to provide a safe work environment.
- ✓ **Dispute Resolution:** Methods for resolving disagreements, such as arbitration or mediation.
- ✓ **Signatures:** Signatures of both employer and employee, indicating mutual consent and Date of signing to confirm agreement and understanding
- **Types of labor contract**
 - ✓ **Permanent labor contracts:** Long-term agreements with no set end date that offer benefits such as job security, health insurance, and retirement plans. Employers typically write permanent employment agreements for full- or part-time staff members. They often expect to pay their employees a certain salary or wage for ongoing work or a set number of hours.
 - ✓ **Fixed-term contracts:** Clearly defined start and end dates with specific deliverables or seasonal work. Fixed-term agreements are for employees working for a designated time period.
 - ✓ **Casual labor contracts:** is the contract of irregular or temporary work arrangements. Workers are hired as needed and typically lack guaranteed hours. Casual agreements have flexible terms depending on business needs. An employer may provide a range of hours you can expect to work in a week because there may be some times when you may have more or less work.
 - ✓ **Written Contracts:** is contract that explain your employment relationship, specific details to followed by two parties. Written contracts are more formal and common documents that detail many components of an employee's term, from compensation to stock information.

- ✓ **Oral or verbal contract:** is a non-written employment agreement which is extended during a discussion about the particularities of your employment relationship. Oral contracts are employee-employer agreements made verbally.
- ✓ **Full-time contracts:** are offered to permanent employees who work a full workweek, usually 35 hours or more
- ✓ **Part-time contracts:** are extended to employees who work a reduced number of hours compared to full-time employees
- ✓ **A fixed-term contract:** is a highly specific and written contract extended to employees who only work for a set amount of time or until they complete a specific task
- ✓ **Executive contract:** is contract that include special incentive offers that can attract high quality candidate which can be reserved for upper management role full time employee.
- ✓ **Union contracts:** are standardized legal agreements typically offered to those who join a local or nationwide union of workers.
- ✓ **Confidentiality or non-compete contract:** is agreement between employer and employee that prevent employees from working for competitors and protect a company's assets or confidential information from being shared with external parties.
- ✓ **At-will agreement:** is a form of employment arrangement that permits both employers and employees significant flexibility. While it resembles a traditional employment contract in detailing elements like salary, benefits, and time off, it notably omits assurances of job security or specific employment duration. Employees can resign at any time without providing a reason or notice. Employers can terminate employment without needing to provide justification, as long as the reason isn't discriminatory or unlawful.¹

¹ <https://www.indeed.com/career-advice/finding-a-job/types-of-contracts-employment>

SAMPLE CONTRACT OF EMPLOYMENT

This agreement, made on the day of the month of the year.....

Between:

..... (hereinafter referred to as "the Employer")

and

..... (hereinafter referred to as "the Employee")

WHEREAS the Employee and the Employer wish to enter into an employment agreement governing the terms and conditions of employment;

THIS AGREEMENT WITNESSETH that in consideration of the premises and mutual covenants and agreements hereinafter contained is hereby acknowledged and agreed by and between the parties hereto as follows:

1. **Position and Duties**

The Employer agrees to employ the Employee in the position of [Job Title].

The Employee's duties and responsibilities are outlined in the attached Job Description (Schedule A).

2. **Employment Term**

The employment shall commence on [Start Date] and continue:

- ✓ For an indefinite period.
- ✓ Until [End Date] (if fixed-term contract).

3. **Working Hours**

The Employee shall work [Number] hours per week, from [Start Time] to [End Time], [Days of the Week]. Overtime shall be compensated in accordance with company policy and applicable labor laws.

4. **Compensation**

The Employee shall receive a salary of [Amount] per [Hour/Week/Month], payable on [Payment Frequency]. Additional benefits include: [e.g., Health Insurance, Paid Leave, etc.].

5. Confidentiality

The Employee agrees to maintain confidentiality of all proprietary information, trade secrets, and sensitive data encountered during employment.

6. Termination of Employment

This contract may be terminated by either party by providing [Notice Period] written notice. Grounds for immediate termination include misconduct, breach of contract, or legal violations

7. Dispute Resolution

In the event of a dispute, the parties agree to resolve it through:

- ✓ Arbitration.
- ✓ Mediation.
- ✓ Legal proceedings in the jurisdiction of [Location].

8. Governing Law

This contract is governed by the laws of [Applicable Jurisdiction].

9. Signatures

By signing below, the parties acknowledge that they have read, understood, and agreed to the terms of this contract.

Employer:

Name: _____

Signature: _____

Date: _____

Employee:

Name: _____

Signature: _____

Date: _____

• **Law governing contract in Rwanda**

- ✓ **Labour law**

Labour law as a set of rules meant to provide a framework for labour relations and collective bargaining in order to establish an appropriate balance in the rights, interests, and obligations between employers and employees.

The legal framework for contracts in Rwanda is primarily governed by the following key legislations:

✚ The foundational legal document outlining the general rules and principles related to contracts in Rwanda

This state the Elements of a Valid Contract which are:

- Both parties must freely agree to the terms without coercion or fraud.
- Parties must have the legal ability to enter into a contract (e.g., age and mental soundness).
- The purpose of the contract must be legal and not contrary to public policy.
- There must be something of value exchanged between the parties.

✚ Law the describe Labor contracts and employment relationships is governed by the Rwandan Labor Code (Law No. 66/2018 of 30/08/2018)

This focus on

- Types of Labor Contracts:
 - Permanent contracts
 - Fixed-term contracts
 - Casual or temporary contracts
- Minimum Requirements for Labor Contracts
 - Written form for contracts exceeding a certain period.
 - Clear terms on job description, wages, working hours, and termination conditions.
- Employee Protections
 - Prohibition of discrimination and harassment.
 - Guaranteed minimum wage, leave entitlements, and safe working conditions. (Labour, 2019)²

2

https://webapps.ilo.org/static/english/emplab/download/nep/rwanda/rwanda_national_employment_policy_2019.pdf

✓ **Key Principles of Contract Law in Rwanda**

- ✚ **Good Faith:** Parties must act honestly and not undermine the contract.
- ✚ **Freedom of Contract:** Parties can agree on terms as long as they are lawful.
- ✚ **Binding Nature:** A valid contract is legally enforceable, and both parties must adhere to its terms.

✓ **Implementation and Compliance**

To ensure adherence to the law governing contracts in Rwanda:

- ✚ Contracts should be written, clear, and legally reviewed to avoid ambiguity.
- ✚ Employers, employees, and other contracting parties must be familiar with their rights and obligations under Rwandan law.
- ✚ Authorities like the Rwandan Bar Association or labor inspectorates can provide guidance and legal assistance.³



Activity 2: Guided Practice



Task 3:

In pairs, develop labor contract by the filling below template to meet the legal and organizational requirements, ensuring clarity and fairness between the employer and employee.

The contract should answer the following:

- a. Label each component of a sample labour contract provided.
- b. Discuss why a labour contract is necessary and list at least three benefits

³ <https://rdb.rw/notary/CONTRACTS-LAW.pdf>

Parties Involved:

Employer Name: _____

Employee Name: _____

Job Description:

Title: _____

Responsibilities: _____

Contract Duration:

Start Date: _____

End Date (if applicable): _____

Contract Type: (Permanent/Fixed-Term/Temporary): _____

Compensation and Benefits:

Salary: _____

Payment Frequency (Monthly/Biweekly): _____

Other Benefits: _____

Termination Clause:

Terms: _____

Notice Period: _____

Signatures:

Employer Signature: _____

Employee Signature: _____

Date: _____



Activity 3: Application



Task 4:

Read the following scenario and answer the questions that follow.

You are the Human Resources Manager at a food and beverage establishment called "Culinary Delights." The business is expanding, and you need to draft a labor contract for new employees, ensuring it complies with legal requirements and addresses the specific needs of the operation. The contract describes the following components:

- a. Position and Duties
- b. Employment Term
- c. Working Hours
- d. Compensation
- e. Confidentiality
- f. Termination of Employment
- g. Dispute Resolution
- h. Governing Law

Topic 1.2: Performing supervisor 's roles and responsibilities



Activity 1: Problem Solving



Task 5:

Read the following scenario and answer the questions that follow.

A prestigious hotel in Kigali is facing a significant increase in guest complaints about room service. Due to that issue, the hotel needs to hire someone responsible for leading other employees to provide good quality service in the hotel. To address this issue, the complex needs to hire a new supervisor to oversee the staff and improve service delivery.

As a trainee with knowledge of leadership on labour roles and responsibilities, please answer the following questions:

- What do you think is the title of this needed employee?
- What can be the primary responsibilities of this employee within the hotel?
- What are the essential qualities this individual should possess to effectively lead the team and improve service quality?
- What are the essential skills this individual should possess to effectively lead the team and improve service quality?

Key Facts 1.2: Performing supervisor 's roles and responsibilities

- **Who is supervisor?**

- ✓ A supervisor is “a person who instructs, directs, and controls the workers in the performance of their duties”.
- ✓ Supervisor is a professional who oversee the day-to-day operations of an organization which is responsible for coaching, resolving issues and serving as a link between subordinates and upper management.

- **Supervisor qualities and skills key terms**

- ✓ **Skills:** The abilities or expertise developed through training, practice, or experience to perform specific tasks or solve problems effectively.
- ✓ **Knowledge:** The understanding and information acquired through education, study, or experience. It is the theoretical or practical comprehension of a subject.

- ✓ **Qualities:** The inherent characteristics or traits of a person that define their personality, behavior, and approach to life and work.
- **Responsibilities of supervisor**
 - ✓ Set goals for performance and deadlines in ways that comply with company's plans and vision and communicate them to subordinates
 - ✓ Ensuring that performance goals are clearly communicated and current
 - ✓ Organize workflow and ensure that employees understand their duties
 - ✓ Monitor employee productivity and provide constructive feedback and coaching
 - ✓ Receive complaints and resolve problems
 - ✓ Maintain timekeeping and personnel records
 - ✓ Pass on information from upper management to employees and vice versa
 - ✓ Prepare and submit performance reports
 - ✓ Decide on reward and promotion based on performance
 - ✓ Workflow management
 - ✓ Creating team schedule
 - ✓ Evaluating employee/interns' performance
 - ✓ Aligning individual performance expectations with organizational goals
 - ✓ Providing fair, constructive, and timely feedback towards performance expectations and goals
 - ✓ Providing assistance, guidance, coaching, training new employees/intern as support as needed
 - ✓ Ensuring that staff have professional development plans in place
 - ✓ Conducting performance evaluations according to established systems and policies (Services, July 6, 2012)⁴
- **Requirements for being an effective supervisor**

A high-quality supervisor needs to have certain skills to excel at their job, including the following:

 - ✓ Excellent communication skills for effective listening and positive body language for giving feedback to employees and customers
 - ✓ Good conflict resolution abilities to improve organizational productivity

⁴ <https://www.gnof.org/wp-content/uploads/2015/06/Supervisor-Roles-and-Responsibilities-Packet.pdf>
<https://www.indeed.com/career-advice/career-development/responsibilities-of-a-supervisor>

- ✓ Strong leadership skills to create a supportive and motivating work environment
- ✓ Good interpersonal skills to identify and establish a purposeful team culture
- ✓ Outstanding time and priority management to manage intense workloads and time constraints
- ✓ Ability to recognize diversity issues and appreciate their impact on the workplace
- ✓ Ability to solve problems effectively by choosing suitable solutions
- **Supervisor's roles**
 - ✓ Training to the people
 - ✓ Communicates
 - ✓ Set an example
 - ✓ Legal requirement / enforces
 - ✓ Rules
 - ✓ Encourages positive behavior
 - ✓ Job safety analysis
 - ✓ Safety inspection
 - ✓ Record keeping
 - ✓ Investigates accidents
- **Supervisor skills**
 - ✓ **Time management:** Supervisors must plan, organize, and control all activities to match with allocated time to increase efficiency and productivity of work.
 - ✓ **Communication skills:** As a supervisor, you should be able to clearly communicate processes, expectations and goals to your team so they can do their jobs effectively, which will also reflect positively on your performance.
 - ✓ **Approachability and empathy:** A good supervisor work closely with their team and should be easily accessible when questions, conflicts or issues arise. As a supervisor, you will need to listen when your employees come to you with workplace complaints or suggestions.
 - ✓ **Teamwork:** Treat your employees more like equal team members than as subordinates.
 - ✓ **Management skills:** Supervisors must be able to keep their team functioning smoothly and efficiently.

- ✓ **Adaptability:** Supervisors need to be able to strategize and make decisions based on an individual situation, rather than trying to follow a rigid protocol. Be flexible and creative in your problem-solving, and do not be afraid to implement new ideas.
- ✓ **Confidence and positivity:** Supervisor's attitude and demeanor are contagious and can greatly influence the atmosphere in your workplace. Try to approach each day and situation with positivity and optimism. Also, focus on showing confidence both in yourself and your team.
- ✓ **Transparency:** While you will be required to keep some matters private, such as sensitive employee information or company trade secrets, try to operate as transparently as possible.
- ✓ **Willingness to learn:** Just because you are a team leader does not mean you know everything there is to know about your job, your career or your industry. The best supervisor is always trying to enhance his or her skills and knowledge.
- ✓ **Critical thinking**
- **Supervisor qualities**

There are several characteristics, habits and qualities that contribute to someone being a good supervisor.

Employers value supervisors who are proactive, responsible, reliable and capable.

The best supervisors aid each member of their team by helping them to grow and succeed.

Here are some other elements of a good supervisor to consider:

 - ✓ Managing workflow
 - ✓ Trains effectively new hires
 - ✓ Creating and managing team schedules
 - ✓ Reporting
 - ✓ Evaluating performance and providing feedback
 - ✓ Help in employees conflict resolution
 - ✓ Resourceful and determined
 - ✓ Shows respect and consideration to both management and employees
 - ✓ Capable of giving employees both positive feedback and constructive criticism

- ✓ Handles in-office conflict quickly and fairly
- ✓ Good Leader
- ✓ Commands respect
- ✓ Exhibits respect for others
- ✓ Advise and take care of safety of their workers
- ✓ Capable of clear communication
- ✓ Has good listening skills
- ✓ Follows up for safety⁵



Activity 2: Guided Practice



Task 6:

Read the following scenario and provide the answer to the asked questions

At your school, there is a new vacant position of a school kitchen supervisor. As a trainee who can perform supervisor's roles and responsibilities, advise the school on the:

- a. Requirements for being an effective supervisor
- b. Core Responsibilities of a Kitchen Supervisor
- c. The Role of a Kitchen Supervisor in School Operations
- d. Required skills are crucial for a successful Supervisor?
- e. Required qualities of a competent supervisor to consider?



Activity 3: Application



Task 7:

Read the following scenario and provide the answer to the asked questions

1. You are part of the hiring committee tasked with selecting a new Kitchen Supervisor for the school. You have reviewed several applications and conducted interviews with potential candidates.
 - a. Develop a set of criteria to evaluate the candidates.
 - b. Consider the essential responsibilities and roles of a Kitchen Supervisor.

⁵ <https://www.indeed.com/career-advice/career-development/responsibilities-of-a-supervisor>
<https://rskr.irimee.in/sites/default/files/Role%20of%20Supervisors.pdf>

- c. Mention the essential qualities, skills, and experience required for this role to be considered.
- d. Based on your evaluation, select the most suitable candidate for the position. Justify your choice by explaining why you believe the selected candidate is the best fit for the role, referencing the specific criteria you used.

Topic 1.3 Filing work related documents



Activity 1: Problem Solving



Task 8:

Read the following scenario and provide the answer to the asked questions

Your school wishes to provide lunch for teacher. STAR Hotel won a tender to supervise the lunch preparation. As a trainee with knowledge about work related documents,

- a. Help STAR Hotel to know the work-related documents
- b. Help STAR Hotel to know the Categories of Work-Related Documents
- c. Help STAR Hotel to know the Different ways to file documents in a filing cabinet
- d. Help Hotel to know the Tips to put in considerations in filing

Key Facts 1.3: Filing work related documents

- **Definition of filing work related documents key terms**

- ✓ **Filing:** The systematic process of organizing, storing, and managing documents, records, or information to ensure they are easily retrievable when needed. It involves classifying, arranging, and safeguarding documents in an orderly manner.
- ✓ **File:** a collection of related documents or records that are stored together, either physically (in a folder, cabinet, or box) or digitally (on a computer or cloud storage).
- ✓ **Document:** Any written, printed, or digital material that contains information, data, or records used for reference, communication, or decision-making.

- **Work-related documents**

Work-related documents are materials used in a professional setting to facilitate communication, record information, support decision-making, and ensure compliance with organizational or legal requirements.

These documents can be in physical or digital formats.

✓ **Categories of Work-Related Documents**

- ✚ **Administrative Documents:** documents Used for managing daily operations and organizational tasks. like Meeting agendas and minutes, Attendance sheets and Internal memos
- ✚ **Financial Documents:** Related to financial transactions, budgets, and accounting, like Invoices and receipts, Payroll records and Budget plans
- ✚ **Legal and Compliance Documents:** Ensure adherence to laws, regulations, and agreements, like Employment contracts
- ✚ **Human Resource (HR) Documents:** Used for managing employee-related information, like Job applications and resumes
- ✚ **Operational Documents:** Support the execution of work and processes within the organization, Like Project plans, Standard Operating Procedures (SOPs).
- ✚ **Marketing and Communication Documents:** Related to promoting the organization and interacting with stakeholders, like Brochures and flyers
- ✚ **Technical Documents:** Provide technical specifications, guidelines, or instructions like User manuals

• **Ways to file documents in a filing cabinet**

A filing cabinet (or sometimes file cabinet in American English) is a piece of office furniture usually used to store paper documents in file folders. In the simplest context, it is an enclosure for drawers in which items are stored. The two most common forms of filing cabinets are vertical files and lateral file

Filing documents in a filing cabinet requires a systematic approach to ensure efficient organization and easy retrieval. Below are common methods used to organize and file documents:

The ways to file documents in a filing cabinet are as follow:

- ✓ **Chronological method:** arrangement based on time; this is a filing system where all documents are filed in order of their dates of receipt. This system is rarely used but it is a useful method of filing papers inside each folder.
- ✓ **Subject method:** arrangement according to the name of subjects, Subject filing is where files are classified according to subject headings topics. Main headings and subsidiary items are in alphabetical order.
- ✓ **Alphabetical filing:** based on alphabets, where documents are filed according to the first letters of either the name of sender or subject. It is similar to the names in the telephone
- ✓ **Numerical filing:** arranged according to the numerical, where documents are arranged according to numbers rather than letters. This system is useful for filing orders or other items kept in numerical sequence index which is necessary for locating the correct file.
- ✓ **Geographical filing:** according to town, districts, regions, countries, zones; This is where files are divided according to their place of origin for example, countries, provinces or districts, regions. The files within each group are arranged alphabetically.
- **Tips to put in considerations in filing**
 - ✓ Avoid saving unnecessary documents.
 - ✓ Use descriptive labels for quick identification.
 - ✓ Follow a consistent method for naming your files and folders.
 - ✓ Store related documents together, whatever their type.
 - ✓ Separate ongoing work from completed work.
 - ✓ Avoid overfilling folders.
 - ✓ Organize documents by date.
 - ✓ Make digital copies of paper documents.⁶

⁶ https://sist.sathyabama.ac.in/sist_coursematerial/uploads/SBAA1407.pdf



Activity 2: Guided Practice



Task 9:

Read the following scenario and provide the answer to the asked questions

Suppose that you are a new administrative assistant in STAR Hotel. You have been tasked with organizing the Hotel's administrative documents. The documents include:

- Workers contracts
 - Service Commands documents
 - Financial records
 - Correspondence with stakeholders
 - Meeting minutes
- a. Choose a non-chronological filing method (e.g., subject, geographic, alphabetical, or numerical) to organize these documents.
 - b. Explain your chosen method and why it is suitable for the school's administrative needs.
 - c. Create a filing system based on your chosen method, including file labels and a filing cabinet organization plan.



Activity 3: Application



Task 10:

Read the following scenario and provide the answer to the asked questions

You are a new employee at STAR Hotel. Your supervisor has asked you to organize a collection of hotel services' documents in chronological order. These documents include:

1. Job applications and resumes (dated January 2023)
2. Meeting agendas and minutes (dated August 2023)
3. Hotel activities plans (dated March 2023)
4. Internal memos (dated May, June, and July 2023)
5. Employment contracts (dated February 2023)
6. Attendance sheets (dated November 2023)
7. Interacting with stakeholders and Financial Documents (dated April 2023)

- a. Arrange these documents in chronological order, from the earliest to the latest date.
- b. Explain how arranging documents chronologically can benefit the company.
- c. Except from chronological method, what are the other possible ways to file documents in a filing cabinet



Formative Assessment

I. Read careful the following statements and Answer by encircling the letter corresponding to the correct answer

1. What does the term "labour" refer to in the context of a labour contract?
 - a. The process of manufacturing goods
 - b. The intellectual or physical effort used in the production of goods and services
 - c. A legally binding agreement between an employer and employee
 - d. The workplace environment
2. Which of the following is NOT a typical component of a labour contract?
 - a. Job Description
 - b. Termination Clause
 - c. Employer's bank details
 - d. Confidentiality and Non-Disclosure
3. What type of labour contract is defined as an agreement with no set end date that offers benefits such as job security and retirement plans?
 - a. Fixed-term contract
 - b. Permanent labour contract
 - c. Casual labour contract
 - d. Part-time contract
4. Which legislation primarily governs labour contracts and employment relationships in Rwanda?
 - a. Law No. 01/2012 of 02/03/2012
 - b. Rwandan Labour Code (Law No. 66/2018 of 30/08/2018)
 - c. Constitution of Rwanda
 - d. International Labour Organization Standards
5. What is the principle of "Good Faith" in the context of Rwandan contract law?

- a. Parties must act honestly and avoid undermining the contract.
- b. Contracts must be verbal to demonstrate trust between parties.
- c. Contracts must only include employer-friendly clauses.
- d. Both parties must waive their rights during disputes.

II. Read careful the following statement and Answer by true if the statement is correct or false if it is wrong

1. A supervisor is a person who only provides technical guidance and does not play a role in managing employee performance.
2. One of the main responsibilities of a supervisor is to pass on information from upper management to employees and vice versa.
3. Supervisors are required to resolve conflicts and provide coaching, but they do not need to maintain timekeeping or personnel records.
4. To be an effective supervisor, good leadership skills, communication skills, and the ability to resolve conflicts are essential requirements.
5. A supervisor's role includes conducting safety inspections, investigating accidents, and setting rules, but they are not responsible for job safety analysis.

III. Read careful the following description in column B and match with Supervisor Skills and Qualities in column C. Write the answer in provided space

Answers	Description	Skills and Qualities
1.	1. The ability to make decisions based on individual situations and be flexible in problem-solving.	a. Approachability and Empathy
2.	2. Being available to listen to employee concerns, complaints, and suggestions.	b. Responsible
3.	3. Taking the initiative to identify and solve problems before they arise.	c. Good Leader
4.	4. Being dependable and accountable for actions and decisions.	d. Capable of Clear Communication
5.	5. Ability to guide a team, set goals, and earn respect.	e. Resourceful
		f. Adaptability
		g. Proactive

IV. Read carefully the following related to filing work related documents and answer by filling-in-the-blank with correct words in the blanket

(Filing, Organize, File, Geographical filing, Chronological, Numerical, Descriptive, Filing and Technical).

1. _____ is the systematic process of organizing, storing, and managing documents to ensure they are easily retrievable when needed.
2. A _____ is a collection of related documents or records that are stored together, either physically in a folder or digitally on a computer or cloud storage.
3. The _____ method of filing documents is based on time, where documents are arranged in order of their dates of receipt.
4. _____ is a filing method where documents are arranged according to numbers rather than letters, and it is often used for filing orders or items in a numerical sequence.
5. _____ documents provide technical specifications, guidelines, or instructions, such as user manuals.



Points to Remember

- A labor contract is a legal document defining the terms of employment between an employer and an employee, including rights, responsibilities, and conflict resolution measures.
- Essential elements include job description, contract duration, compensation, benefits, termination conditions, confidentiality clauses, and dispute resolution methods.
- Common types of labor contract include permanent, fixed-term, and casual contracts.
- Rwandan labor law (Law No. 66/2018) governs labor relations, emphasizing good faith, freedom of contract, and employee protections.
- A supervisor is responsible for managing daily operations, setting performance goals, organizing workflows, providing feedback, and resolving issues between employees and upper management.

- Key Supervisor Tasks include training employees, ensuring safety, maintaining records, conducting performance evaluations, managing schedules, and fostering a positive work environment through coaching and guidance.
- A good supervisor needs excellent communication, conflict resolution, leadership, interpersonal skills, and the ability to manage time and prioritize tasks effectively.
- Effective supervisors need a variety of skills, including time management, communication, adaptability, critical thinking, and the ability to foster teamwork, manage conflicts, and provide clear feedback.
- Key qualities of a good supervisor include being proactive, responsible, resourceful, a good leader, and able to communicate clearly. They should also have empathy, respect for others, and the ability to handle conflict and ensure safety.
- A supervisor should be able to manage workflow, evaluate performance, train new hires, create schedules, and ensure team success while maintaining a positive and respectful work environment. Continuous learning and self-improvement are essential for a supervisor's growth.
- Filing is the systematic organization of documents to ensure easy retrieval. Files can be physical or digital, and documents are categorized for reference, communication, or compliance purposes.
- Common filing methods include chronological (by date), subject (by topic), alphabetical (by name), numerical (by number), and geographical (by location). Each method serves different organizational needs.
- To maintain an efficient filing system, avoid saving unnecessary documents, use descriptive labels, organize by date, separate ongoing work from completed work, and make digital copies of important paper documents.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in and complete the self-reassessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe of labor contract key terms					
Describe the Main components of labor contract					
Identify the types of labor contract					
Develop labor contract					
Describe Law governing contract in Rwanda					
Implement Law governing contract in Rwanda					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify supervisor 's roles and responsibilities					
Implement supervisor 's roles and responsibilities					
Define Supervisor qualities and skills key terms					
Identify Supervisor qualities and skill					
Implement supervisor 's qualities and skill					
Define of work-related documents key terms					
Describe work related document used in IAP					
Differentiate the ways to file documents in a filing cabinet					
File work related documents					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: ENHANCE CREATIVITY AND INNOVATION DURING IAP PROGRAM



Unit summary

This unit provides you with the knowledge, skills, and attitudes required to enhance creativity and innovation during the IAP program. It includes an explanation of innovation and creativity concepts, a description of innovation and creativity strategies during IAP, and an integration of innovation and creativity processes.

Self-Assessment: Unit 2

1. Observe the illustration above and answer the following questions:
 - a. What do you see in the figure?
 - b. What do you think the figure is all about?
 - c. Do you think the figure reflects the learning unit? Briefly explain your response
 - d. What do you think will be topics to be covered under this unit based on the figure?
2. Fill in and complete the self-assessment table below to assess your level of knowledge skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Define the Innovation and creativity concepts key terms					
Explain the types of innovation					
Classify of innovation					
Explain the technological innovation processes					
Describe the holistic TVET innovation pattern					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify the types of creativity					
Explain the Core values related to IAP					
Describe the types of innovation strategies					
Describe approaches to strategy and decision-making					
Identify Roles in organizational success					
Define integration of innovation					
Explain the purpose of integration of innovation					
Integrate Innovation process					
Describe creativity process					
Develop innovation and creativity strategies during IAP					
Integrate innovation process					
Integrate creativity process					



Key Competencies:

Knowledge	Skills	Attitudes
1. Define Innovation and creativity concepts key terms	1. Develop innovation and creativity strategies during IAP	1. Pay attention to details while integrate creativity and innovation process
2. Explain types of innovation	2. Integrate innovation process to IAP	2. Believe in your expertise and ability to teach others
3. Classify innovation types	3. Integrate creativity process to IAP	3. Be willing to explore and experiment with unconventional approaches.
4. Explain technological innovation processes		4. Focus on each step to ensure smooth implementation of creativity and innovation
5. Describe the holistic TVET innovation pattern		5. Be willing to explore and entertain unconventional ideas
6. Identify types of creativity		
7. Explain Core values related to IAP		
8. Describe the types of innovation strategies		
9. Describe approaches to strategy and decision-making		

Knowledge	Skills	Attitudes
10. Identify Roles in organizational success		
11. Define integration of innovation		
12. Explain the purpose of integration of innovation		
13. Describe Creativity process		



Discovery activity:



Task 11:

Referring to your experience in the Enhancement creativity and innovation during IAP, read and answer the following questions:

1. How would you define creativity and innovation in the context of an Industrial Attachment Program?
2. What do you think can be the types of innovation applied during your attachment?
3. Define integration of innovation and provide the process of integration of the innovation
4. What steps would you take to integrate the innovation process in your assigned tasks during the IAP program?
5. How can creativity processes such as preparation, incubation, and implementation enhance your problem-solving abilities during IAP?
6. Which type of innovation strategy (proactive, active, reactive, passive) do you think is most suitable for addressing challenges during IAP, and why?
7. How do you think technological innovation processes can contribute to improving product or process quality in your workplace during the program?
8. What are some ways that the core values of competence, innovation processes, and skills transfer can be demonstrated during your attachment?

Topic 2.1: Developing Innovation and creativity concepts



Activity 1: Problem Solving



Task 12:

Read the scenario below and answer the questions asked

A business trainee, Mary, is on an Industrial Attachment Program (IAP) at a food packaging company. The company is facing issues with slow manual packaging, leading to delays in delivery and customer dissatisfaction. Mary is tasked with finding ways to improve the process using creativity, innovation, and her core IAP knowledge.

- a. How can you generate new ideas to speed up the packaging process?
- b. Which type of creativity (adaptive, divergent, or emotional) would best help in this situation?
- c. What type of innovation (process, product, or marketing) is most relevant for solving this issue?
- d. Can incremental innovation, such as small adjustments to the workflow, help improve efficiency?
- e. How can you use the product-oriented or market-oriented conversion process to implement a solution?
- f. How can political, practical, and scientific dimensions guide your approach to solving this problem?

Key Facts 2.1 Developing Innovation and creativity concepts

- **Definition of key terms**

- ✓ **Creativity**

Creativity is not only a fun trait that lets you stretch your imagination, but it is also a rewarding skill in the modern workplace. Creativity promotes critical thinking and innovation. Understanding how to increase creativity in the workplace can lead to higher levels of productivity and employee satisfaction.

- ✓ **Innovation**

The creation of a new product-market-technology-organization-combination

Innovation is often associated with creating new products or services in your business. But it can also be about changing the way you do business.

Innovation embraces:

-  New technologies and their uses
-  Improved industry methods
-  Meeting changing customer demands or needs
-  Better systems and processes

Your business competitiveness and survival is directly linked to your ability to innovate. But to be successful, innovation needs to be supported by everyone in the business, including you, your staff and any other business partners.

- **Types of innovation**

Company innovation manifests in various forms, each with its unique impact and approach. We've broken down four types of technological innovation and examples of innovation, each based on current or emerging technological solutions that help transform existing marketplaces or create new ones.

These fundamental types are categorized as incremental, disruptive, radical, and architectural and are vital for sustaining business growth and responding to market demands:

- ✓ **Incremental Innovation:** Incremental innovation, also known as continuous improvement, refers to improving a product or service that already exists. Gradual improvements to existing products, services, or processes. Focused on enhancing

efficiency, productivity, and competitiveness. It represents a Low-risk strategy aimed at maintaining relevance.

Example: Regular updates to smartphones like the iPhone.

- ✓ **Disruptive Innovation:** refers to the actions taken by a smaller company to shake up an industry by targeting its large, existing competitors' overlooked segments. Fundamental changes to markets or industries through new technologies. Targets niche markets initially, then reshapes mainstream industries. Medium-to-high risk with potentially transformative outcomes.
- ✓ **Radical Innovation:** it is the creation of a brand-new product or service that nobody expected and that tends to impose itself on the life of users. Creation of ground breaking technologies or market opportunities. Disrupts industries and drives high-impact advancements. It represents a high uncertainty and transformational focus. Television and the smartphone are two typical examples of radical innovations that have changed our daily lives.
- ✓ **Architectural/ Adjacent Innovation:** involves reconfiguring existing technologies in new ways to create new markets. Alters the system design while retaining core technology components. It represents risks include diminishing returns over time.⁷
- **Classification of innovation**
 - ✓ **Product innovation:** involves creating or enhancing products to offer better functionality, improved performance, or more features compared to existing market offerings
 - ✓ **Process innovation:** Enhancements to production or delivery methods to increase efficiency or reduce costs. This type of innovation is changing how you do things inside an organization.
 - ✓ **Marketing innovation:** Introduction of new marketing methods involving significant changes in product design, packaging, promotion, pricing, or distribution strategies to better meet customer needs and differentiate from competitors.
 - ✓ **Organizational innovation:** Implementation of new organizational methods in business practices, workplace organization, or external relations to improve performance and adaptability.

- **Technological innovation processes**

Technological innovation refers to the development and application of new or improved technologies to create products, services, or processes that enhance efficiency, functionality, or value.

- ✓ **Product oriented conversion process**

The process of transforming ideas and concepts into tangible products that meet specific customer needs and requirements. Prioritizes creating high-quality products based on internal expertise.

- ✓ **Technology/market-oriented conversion process:** The process of leveraging technological advancements and market insights to create innovative solutions or products that align with current or emerging market trends. Focuses on using technology and market data to address customer needs and trends.

- **Holistic TVET innovation pattern**

The holistic TVET innovation pattern integrates political, practical, and scientific dimensions to ensure comprehensive development and alignment of TVET systems with societal, economic, and technological advancements. Each dimension plays a critical role in creating a well-rounded, sustainable approach to TVET innovation.

- ✓ **Political:** Focus on establishing policy frameworks and governance structures to support and regulate TVET innovation.
- ✓ **Practical:** Focus on the implementation of innovative practices in TVET delivery to enhance relevance and effectiveness.
- ✓ **Scientific:** Focus on leveraging research, innovation, and data-driven approaches to advance TVET systems.

The holistic TVET innovation pattern combines political support, practical implementation, and scientific research to create a robust and adaptive system. This ensures TVET is not only aligned with current market demands but is also capable of evolving to meet future challenges and opportunities.

⁷ <https://get.agorize.com/en/resources/what-are-the-4-types-of-innovation/>
<https://www.sydle.com/blog/types-of-innovation-619541bf351e93287c42a7de>

- **Types of creativity**

Creativity plays a vital role in driving innovation and problem-solving. Understanding different types of creativity can help organizations create a culture that supports diverse approaches in when it comes to corporate innovation.

Creativity is essentially about creating something. And there are many ways to create something as described I below types

- ✓ **Divergent Creativity:** Divergent creativity refers to the ability to generate multiple ideas, solutions, and perspectives in a short amount of time. It involves thinking outside the box, embracing unconventional approaches, and encouraging wild ideas without discrimination.
- ✓ **Convergent creativity:** focuses on refining and selecting the most promising ideas or solutions generated through divergent thinking. It involves critical thinking, evaluation, and the ability to discern the best course of action. It is a future casting process; eliminating options until only the most viable of all possible futures remains.
- ✓ **Lateral creativity:** involves making connections between seemingly unrelated concepts or domains. In an innovation program within a larger organization, lateral creativity helps people to gather ideas from various sources and utilize knowledge from different areas.
- ✓ **Emotional creativity:** taps into the power of emotions to express ideas and experiences in special and meaningful ways. It means being able to understand and use your emotions to inspire and communicate effectively. In an innovation program, emotional creativity fosters empathy, enhances collaboration, and drives human-centered design. It provides genuine connection with customers and creates meaning beyond clocking in and out of work.
- ✓ **Adaptive creativity:** refers to the ability to adapt and innovate in response to changing circumstances or constraints. It involves being flexible, resourceful, and resilient in finding solutions. In an innovation program, adaptive creativity helps

people deal with uncertainty, embrace challenges, and adjust their approaches quickly.

- ✓ **Deliberate and cognitive:** Creativity that is deliberate and cognitive comes from hard work in a particular area.

it allows you to do two things:

-  Focus your attention

-  Make connections amongst stored information in your brain

The key aspect of deliberate, cognitive creativity is having an already formed body of knowledge to combine existing information in new and innovative ways.

- ✓ **Deliberate and emotional:** creativity comes from sitting quietly and reflecting on their situation. Dietrich calls this type of creativity deliberate and emotional.
 - ✓ **Spontaneous and cognitive:** Spontaneous and cognitive creativity utilizes the brain's basal ganglia – this is a part of the brain where dopamine is stored, and it operates outside conscious awareness. it is essential to develop stages of creativity over time. For example, on day one, they may want to set up the problem but then come back sometime later to solve it.
 - ✓ **Spontaneous and emotional:** the most elusive and something you either "have or do not have" is the spontaneous and emotional creativity type. it is essential to create an environment that helps them hone their skills and collect their creative ideas, even if the applications aren't immediately revealed.⁸
- **Tips to increase your own creativity**

While you promote creativity among your employees, you may want to improve your own creative thinking.

Here are some tips to help you grow creatively:

 - ✓ Brainstorm new ideas and do not be afraid to ask for advice or feedback
 - ✓ Challenge yourself with new opportunities
 - ✓ Consider alternative solutions
 - ✓ Keep a creativity journal to save ideas
 - ✓ Look for new sources of inspiration
 - ✓ Make time for creative thinking
 - ✓ Overcome a negative attitude or self-criticism

- ✓ Seek out new experiences
- ✓ Take risks to advance your abilities
- ✓ Take some time off to recharge mentally and regenerate creatively
 - ✚ Summer is the time for internships and summer jobs for many trainees, and it is also a great time to work on your creative thinking and innovation skills.
- ✓ Create your own “Three Ifs”: Many good innovators take an existing object and ask clever questions to twist the very concept of it and make it new.
- ✓ Practice dreaming
- ✓ Make time for cohesive creative thinking: Creativity affirms to the importance of setting aside clearly defined time for creative thinking and innovation.
- ✓ Learn to pitch your ideas (in an elevator)
- ✓ Bounce ideas off others
- **Ways to Boost Your Creativity and Innovation Skills**
 - ✓ **Keep an Open Mind:** Embrace new ideas, perspectives, and experiences by reading widely, attending events, and networking with people from various fields.
 - ✓ **Practice Brainstorming:** Generate a large volume of ideas in a short time. Define the problem, then jot down as many ideas as possible, and refine them later.
 - ✓ **Collaborate with Others:** Working with diverse individuals offers fresh perspectives and can reveal new ideas while identifying weaknesses in your own thinking.
 - ✓ **Experiment and Take Risks:** Do not shy away from trying unconventional methods. Embrace failure as part of the creative process, and allow experimentation to drive innovation.
 - ✓ **Set Aside Time for Creative Thinking:** Dedicate specific time and space for creative activities, making it a habit to nurture creativity.
 - ✓ **Use Technology to Your Advantage:** Leverage digital tools and apps to brainstorm, organize ideas, and collaborate, optimizing your creativity and workflow.

⁸ <https://klaxoon.com/insight/the-different-types-of-creativity>

- ✓ **Keep Learning and Growing:** Stay curious and continue to learn new things through workshops, courses, and reading to keep up with trends and improve your creative skills.

- **Core values related to IAP**

The Industrial Attachment Program (IAP) is designed to bridge the gap between academic learning and practical industry experience. It allows trainees to gain hands-on knowledge, develop core competencies, and apply theoretical concepts in real-world settings. The core values related to IAP focus on fostering professional growth, skills acquisition, and the application of innovation in a workplace context.

Here is an explanation of the core values associated with the Industrial Attachment Program:

- **Competences acquired**

During an industrial attachment, trainees acquire various competences that help them transition from academic settings to professional environments. The competences typically acquired include:

- ✓ **Technical Competence:** Gaining hands-on experience in the specific field of study (e.g., engineering, business, IT), where trainees develop practical skills such as operating machinery, using industry-specific software, or applying technical methodologies.
- ✓ **Problem-Solving:** The ability to identify problems and come up with innovative solutions, often within real-world constraints.
- ✓ **Critical Thinking:** Developing the capacity to analyze situations, evaluate data, and make informed decisions based on practical experiences.
- ✓ **Time Management:** Learning how to manage tasks, prioritize work, and meet deadlines in a professional setting.
- ✓ **Interpersonal Skills:** Gaining proficiency in communication, teamwork, and leadership, which are crucial in any workplace.
- ✓ **Adaptability:** The ability to adapt to changing environments, technologies, and industry demands during the attachment period.

- **Innovation process**

The innovation process within an industrial attachment is centered around applying new ideas and technologies to solve real-world challenges.

The competences typically acquired include:

- ✓ **Technical Competence:** Gaining hands-on experience in the specific field of study (e.g., engineering, business, IT), where trainees develop practical skills such as operating machinery, using industry-specific software, or applying technical methodologies.
- ✓ **Problem-Solving:** The ability to identify problems and come up with innovative solutions, often within real-world constraints.
- ✓ **Critical Thinking:** Developing the capacity to analyze situations, evaluate data, and make informed decisions based on practical experiences.
- ✓ **Time Management:** Learning how to manage tasks, prioritize work, and meet deadlines in a professional setting.
- ✓ **Interpersonal Skills:** Gaining proficiency in communication, teamwork, and leadership, which are crucial in any workplace.
- ✓ **Adaptability:** The ability to adapt to changing environments, technologies, and industry demands during the attachment period.

- **Skills transfer**

Skills transfer refers to the exchange and enhancement of knowledge, techniques, and expertise between the trainees, their mentors, and the organization.

It includes:

- ✓ **Mentorship and Guidance:** Industry professionals provide direct mentorship to trainees, passing on practical knowledge, industry-specific skills, and insider knowledge that can't be learned in classrooms.
- ✓ **Cross-Pollination of Ideas:** Trainees often bring fresh academic insights or ideas that can complement the experience of the industry professionals, fostering a mutual exchange of knowledge.
- ✓ **Practical Application of Theoretical Knowledge:** The program allows trainees to transfer their theoretical knowledge from the classroom into real-world

applications. This process helps trainees understand the value of what they've learned and enhances their ability to use that knowledge in a professional context.

- ✓ **Knowledge Sharing:** Trainees can contribute ideas or improvements to the organizations they work with, sharing their academic experiences and contributing to innovation, while also learning from the practices of the organization.
- ✓ **Continuous Learning:** The industrial attachment is an opportunity for trainees to continuously learn new skills and refine existing ones. It can also expose them to new areas of specialization they hadn't considered before.



Activity 2: Guided Practice



Task 13:

Read the following scenario and answer the questions asked

John, a final-year Food and Beverage trainee who is doing his industrial attachment at a GIF Hotel. He is a part of a team managing a food and beverage operation in hotel dining service. The management has identified a need to enhance customer satisfaction, improve sustainability, and increase operational efficiency. His task is to design an innovative dining experience addressing these needs.

1. How can John use divergent and convergent creativity to design an innovative dining experience?
2. What type of innovation (incremental or radical) can John apply to the innovative dining experience?
3. What experiments could John run to test his proposed improvements?
4. How can John use lateral creativity to gather ideas from different departments?
5. What steps should the hotel take if John's innovation is successful?
6. How can John measure the impact of his project on production efficiency and customer satisfaction?
7. What unique dining themes or menu concepts could attract customers?



Activity 3: Application



Task 14:

Read the following scenario and answer the questions asked

You are a team of managers for a mid-sized restaurant, "Flavors of Tomorrow," located in an urban area. The restaurant has been operating for five years, but customer reviews highlight the need for fresh experiences and modern solutions. Management has tasked you with redesigning operations to increase customer satisfaction, incorporate sustainability, and improve operational efficiency while maintaining profitability.

- a. What type of innovation can you use to handle the situation?
- b. Explain how technological innovation process can be used during this situation?
- c. Which type of creativity should you adopt to increase customer satisfaction, incorporate sustainability, and improve operational efficiency while maintaining profitability?

Topic 2.2: Developing innovation and creativity strategies during IAP



Activity 1: Problem Solving



Task 15:

Read the following scenario and answer the questions asked

Suppose there is a mid-term review meeting with a group of interns who are halfway through their Industrial Attachment Program (IAP). The trainer wants to discuss your experiences so far. Answer the following questions to understand how you have been applying innovation and creativity in your roles.

- What are strategies to foster innovation and creativity during Industrial Attachment Program
- Describe four main ways you can use create new and innovative ideas during Industrial Attachment Program
- Identify 3 examples of innovation strategies during Industrial Attachment Program
- Describe the approaches to strategy and decision-making during Industrial Attachment Program
- What are the key roles commonly found in successful organizations?

Key Facts 2.2: Developing innovation and creativity strategies during IAP

- **Types of innovation strategies.**

An innovation strategy is a detailed roadmap with a series of steps that helps your organization reach its future goals. This roadmap isn't just a guide for business success. It is a guide that helps you keep up in your industry by thinking of new and innovative ways to tackle problems.

These innovations can be creating new products to solve future problems, optimizing business processes to be more efficient, or thinking of entirely new ways to disrupt your industry.

During an Industrial Attachment Program (IAP), innovation and creativity are vital in helping trainees or interns develop problem-solving skills, adapt to real-world challenges, and contribute to organizational improvement.

Below are strategies to foster innovation and creativity in such a setting:

✓ **Problem Identification and Critical Analysis**

Interns identify and analyze existing problems within the organization to encourage a solution-oriented mindset by understanding gaps and inefficiencies. Through Conducting interviews with employees, observe workflows and identify bottlenecks and Analyze data for trends or anomalies.

✓ **Collaborative Learning and Networking**

Engaging with teams across departments to learn diverse perspectives and skills to enhance creativity through exposure to different ideas and methodologies.

✓ **Application of Design Thinking**

Using a structured, user-centric approach to solve organizational challenges to create innovative solutions that address real customer or organizational needs.

✓ **Process Improvement Projects**

Analyzing existing processes and suggesting improvements to increase efficiency to demonstrate practical application of creativity and contribute measurable value.

✓ **Leveraging Technology and Digital Tools**

Utilizing modern software and tools to improve processes or innovate new solutions to introduce fresh technological perspectives to traditional workflows.

✓ **Innovation Challenges and Mini-Projects**

Working on specific projects or challenges that encourage out-of-the-box thinking to provide a platform for interns to showcase creativity while solving organizational issues.

✓ **Learning Through Observation and Experimentation**

Observing how experienced professionals address challenges and applying those methods creatively to combine theoretical knowledge with practical insights for innovative outcomes.

✓ **Feedback and Iterative Improvement**

Actively seeking and implementing feedback to refine ideas or solutions to encourage continuous learning and improvement.

✓ **Encouraging a Growth Mindset**

Embracing challenges and viewing failures as learning opportunities to foster resilience, adaptability, and a passion for learning.

✓ **Showcasing Results Creatively**

Presenting achievements or findings innovatively to stakeholders to enhance communication skills and demonstrate value creatively.

✓ **Adopting Sustainability Practices**

Proposing environmentally friendly and sustainable practices in the workplace to align with modern organizational goals of sustainability and innovation.

There isn't one type of innovation in business. Let us look at four of the main ways you can create new and innovative ideas.

- ✓ **Product innovation:** this is the process of building new products or upgrading existing ones to meet customer needs in a new way. It helps companies offer better products and stay competitive in evolving markets.

- ✓ **Process innovation:** this type of innovation is changing how you do things inside an organization. You aim to apply new initiatives and technology to optimize efficiency and your ability to compete in the market.

- ✓ **Business model innovation:** it is about making big changes to how a business run. It isn't just a few changes in business processes or a new product. Your goal is to create new business models to capture value in the market.

- ✓ **Disruptive innovation:** this one is about shaking things up. You aren't launching products that are a minor upgrade of what exists — you are making game-changing innovation initiatives that disrupt existing business models.

- **Examples of innovation strategies**

Innovation strategies focus on developing new products, services, processes, or business models to address challenges, meet customer needs, or create competitive advantages.

Below are examples of innovation strategies

- ✓ **Amazon**

Amazon was one of the first companies to use the internet to sell products. It started as an online bookstore, but as time passed, it changed its focus to become a one-stop marketplace for every product you can imagine.

Since then, Amazon has continued to use technology to innovate in the online market. It now offers subscription services to offer more customer value, video streaming, audiobooks, eBooks, and countless other value-added services for its customers.

✓ **Apple**

Apple's innovation projects are a blend of customer-centric design and quality. Apple does not often create brand-new product categories. Instead, it waits to see how technology trends play out and creates innovative approaches to those products.

One of the best examples of this is the iPhone. Apple didn't create the first smartphone. Blackberry was one of the first to market and was popular for a while.

• **Approaches to strategy and decision-making**

Organizations adopt different approaches to strategy and decision-making depending on their goals, circumstances, and how they anticipate and respond to changes.

Below is a description of commonly used approaches:

- ✓ **Proactive Approach:** A forward-looking approach where decisions and strategies are made in anticipation of future events or changes. Organizations actively plan and implement actions to achieve long-term goals or mitigate potential risks before they occur. Examples: A company investing in renewable energy technologies ahead of regulatory changes.
- ✓ **Active Approach:** A dynamic and ongoing decision-making process where organizations continuously monitor their environment and make timely decisions based on current data and developments. Example: A technology firm rolling out software updates in response to user feedback.
- ✓ **Reactive Approach:** A decision-making process where organizations respond to events or changes after they occur, rather than anticipating or planning for

them. This approach is driven by external pressures or unforeseen circumstances. Example: A company launching a new product only after competitors introduce similar offerings.

- ✓ **Passive Approach:** A hands-off approach where minimal action is taken, and decisions are deferred until action becomes unavoidable. Organizations relying on this approach wait for clear signals or external pressures before making changes. Examples: A company refusing to adopt new technology until its competitors have already proven its effectiveness.

Comparison of Approaches

Aspect	Proactive	Active	Reactive	Passive
Focus	Anticipation and preparation	Real-time responsiveness	Responding after events	Waiting for unavoidable action
Flexibility	Medium to low	High	Low	Very low
Risk	Moderate (due to forecasting)	Low to moderate	High (due to late response)	High (due to inaction)
Resource Usage	High	Moderate	Moderate to low	Low
Effectiveness	High in dynamic environments	High in adaptive environments	Moderate in crisis	Low in dynamic environments

- **Roles in organizational success**

Organizational success depends on the coordinated efforts of various roles that contribute to achieving goals, enhancing performance, and ensuring sustainability. Below are the key roles commonly found in successful organizations:

- ✓ **Exploration**

Exploration focuses on seeking out new opportunities, ideas, and solutions that can drive innovation and growth. This role involves actively researching,

experimenting, and venturing into uncharted areas to keep the organization competitive and forward-looking.

✓ **Cooperation**

Cooperation emphasizes collaboration and teamwork across various levels of the organization. It ensures that individuals and departments work together to achieve shared goals, leveraging diverse skills and perspectives.

✓ **Entrepreneurship**

Entrepreneurship within an organization involves identifying opportunities, taking calculated risks, and implementing innovative ideas to create value. It encompasses both individual entrepreneurial efforts and the organization's overall entrepreneurial spirit.⁹



Activity 2: Guided Practice



Task 16:

Read the following scenario and answer the questions asked

Emma, a food and beverage operations trainee, is completing her Industrial Attachment Program (IAP) at a GET Hotel that specializes in food and beverage operations. Under the guidance of her supervisor, she is tasked to increase customer satisfaction, incorporate sustainability, and improve operational efficiency while maintaining profitability. Emma is encouraged to apply creativity and innovation to address operational inefficiencies and propose new strategies for growth.

1. Which innovation strategy (product, process, or business model) should Emma apply?
2. How can Emma collaborate with other departments to solve problems?
3. How can technology help increase customer satisfaction, incorporate sustainability, and improve operational efficiency while maintaining profitability?

⁹ <https://www.imd.org/blog/innovation/what-is-innovation-strategy/>



Activity 3: Application



Task 17:

Read the following scenario and answer the questions asked

You are an intern halfway through your Industrial Attachment Program (IAP) at a technology company. As part of the mid-term review, your trainer asks you to prepare a practical application-based report showcasing how you have implemented innovation and creativity in your assigned tasks. The trainer also wants you to propose actionable ideas for improving current processes.

1. Explain how you have applied strategies to foster innovation and creativity during your IAP, providing specific examples from your tasks.
2. Demonstrate four practical ways you have created or plan to create new and innovative ideas to solve challenges in your workplace.
3. Provide three examples of innovation strategies you have observed or implemented and explain their impact on your assigned projects.
4. Describe how you have used different approaches to strategy and decision-making to address challenges or improve processes during your IAP.
5. Identify the key roles you have interacted with in the organization and explain how these roles have contributed to achieving your project goals.

Topic 2.3: Integrating innovation and creativity process



Activity 1: Problem Solving



Task 18:

Read the following scenario and answer the questions asked

You are part of a workshop designed to help interns understand and apply the integration of innovation and creativity processes in a real-world setting. The facilitator assigns you to analyze a case where a company is looking to enhance its market share and customer satisfaction through innovative strategies.

As part of the activity, your task is to map out a potential process the company could follow, using the integration of innovation and creativity concepts to achieve its goals.

1. How would you define the integration of innovation, and why is it essential for achieving business objectives like increasing revenue or customer satisfaction?
2. What steps would you take in the innovation process (Idea Generation, Advocacy, Experimentation, and Commercialization) to introduce novelty and boost market share?
3. How can the creativity process (Preparation, Incubation, Elimination, and Implementation) help refine and implement innovative ideas in this scenario?

Key Facts 2.3: Integrating innovation and creativity process

- **Integration of innovation**

Integrated Innovation is the coordinated application of scientific/technological, social and business innovation to develop solutions to complex challenges.

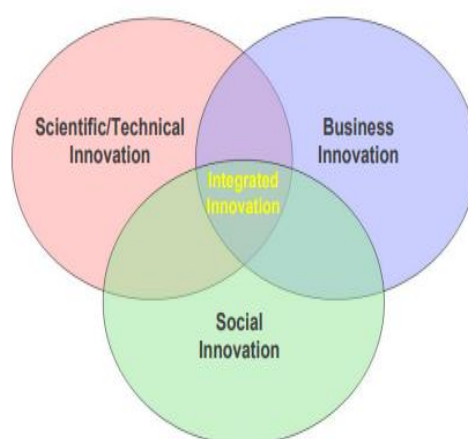
This approach does not discount the singular benefits of each of these types of innovation alone, but rather highlights the powerful synergies that can be realized by aligning all three.

Integrated Innovation recognizes that scientific/technological innovations have a greater chance of going to scale to achieve global impact and sustainability if they are developed from the outset in conjunction with appropriate social and business innovations.

By its nature, integrated innovation is context-specific. Scientists working in the areas that are impacted by a challenge have a deep understanding of how that challenge manifests in their local environment. Because of this embedded knowledge, local scientists who are working on breakthrough science and technology will also have a deeper understanding of the social and business innovations that will be necessary for that technology to be implemented in their communities.

The relationship between scientific/technological, social and business innovation and the concept of integrated innovation can be illustrated as follows:

When addressing complex global challenges, it is crucial to evaluate whether an existing product or service can be directly applied or modified to create a viable solution. This evaluation is part of the broader process of scientific/technological innovation and integrates with social innovation to maximize impact.



- ✓ Scientific/technological innovation focuses on developing new products, services, or technologies, or modifying existing ones to solve specific problems.
- ✓ Social innovation emphasizes the development and application of new strategies to bring scientific and technological innovations to scale within local and regional contexts. It focuses on creating systemic change in societal structures and frameworks.
- ✓ Business innovation focuses on the delivery of appropriate, high-quality goods and services where and when they are needed at an affordable price point.
- **Purpose of integration of innovation**
 - ✓ Introducing novelty
 - ✓ Increase market share
 - ✓ Increase revenue
 - ✓ Increase customer satisfaction

- **Benefits of Integrated Innovation**

Integrated innovation provides a comprehensive approach to managing innovation and its impact within an organization. It has the following benefits:

- ✓ **Productivity Optimization:** Integrated innovation involves collaboration among different business units within a company, requiring them to share resources towards a common objective. This leads to a holistic view of business process inefficiencies across all operations of the company. In turn, this allows companies to effectively leverage innovation intelligence to address these inefficiencies and optimize productivity across the board.
- ✓ **Faster Response to Emerging Trends:** The market today is hypercompetitive with the rapid emergence of new technologies and changes in consumer preferences. Integrated innovation takes a proactive approach, leading to the proactive identification of competitive threats. Further, it enables quick integration of innovative solutions that counter these threats.
- ✓ **Identification of Growth Opportunities:** Disruptive innovation rarely occurs with a completely new product or service alone. There is a high risk of failure and the competitive advantage does not last long as copycats flood the market. On the contrary, adapting existing and emerging technologies to new needs is a low-risk approach to innovation. Integrated innovation allows companies to identify such growth opportunities, reducing costs and increasing profits.

- **Integration of Innovation process**

An innovation process, or process of innovation, outlines how companies generate, evaluate, and implement new ideas. Clearly defining innovation objectives is crucial for guiding the innovation process effectively. It typically involves multiple stages, from brainstorming to validation and implementation. Successful innovation operations help organizations improve existing operations, develop new products, and respond to market changes efficiently.

An innovation process based on systematic steps and strategies ensures leadership commitment, resource allocation, and an organizational culture that promotes creativity and cross-functional collaboration.

The innovation process integrates several key stages, each contributing to transforming an idea into a successful and impactful solution. This process involves the following steps:

- ✓ **Idea Generation and Mobilization:** The initial phase where innovative ideas are generated, refined, and mobilized for further evaluation. Provides the foundation for the innovation pipeline by fostering creativity and collaboration.
 - ✓ **Advocacy and Screening:** This phase involves evaluating the feasibility, viability, and potential impact of the generated ideas. Ensures resources are allocated to ideas with the highest potential for success.
 - ✓ **Experimentation:** The shortlisted ideas are tested in controlled environments to validate their effectiveness and refine their implementation. Reduces risk by identifying and addressing issues early in the development process.
 - ✓ **Commercialization:** The final stage involves scaling the validated innovation to reach its intended audience or market. Delivers the innovation's value to users or beneficiaries, ensuring long-term success and sustainability.
- **Creativity process**

Creativity is a structured yet flexible process that involves generating innovative and practical ideas by exploring, refining, and implementing them. The creativity process typically includes the following stages:

 - ✓ **Preparation /saturation:** The phase of gathering information, exploring problems, and immersing oneself in the domain of interest to set the foundation for creativity.
 - ✓ **Incubation:** A subconscious phase where ideas and information gathered during preparation are allowed to "marinate," often leading to unexpected connections and insights.
 - ✓ **Elimination and verification/implementation:** This phase focus on critically evaluating, refining, and applying the generated ideas to ensure they are practical, relevant, and effective.



Activity 2: Guided Practice



Task 19:

Read the following scenario and perform the following task

You are part of a team tasked with improving the operations of a new restaurant concept, "Fusion Bites," which aims to blend cultural cuisines with modern dining trends. The management seeks a creative integration of technology, sustainability, and unique service delivery to stand out in a competitive market.

- a. What is the process of integration of Innovation?
- b. How would you apply the stages of the creativity process (preparation, incubation, verification) to ensure the success of this project?



Activity 3: Application



Task 20:

Read the following scenario and perform the following task

"Fusion Bites" is a mid-sized urban restaurant blending global cuisines into unique fusion dishes. Despite initial success, competition and evolving customer preferences have highlighted the need for innovation and creative enhancements in operations to improve customer satisfaction, sustainability, and efficiency.

- a. What do you think is the reason why you are asked to apply the process of integrating innovation and creativity during your activities?
- b. How important is the integration of innovation?
- c. Describe the process of integration of innovation that you will follow during your task.
- d. Describe the process of integration of creativity that you will follow during your task



Formative Assessment

I. Read careful the following statements and choice the letter corresponding to the correct answer

1. What is the primary difference between creativity and innovation?
 - a. Creativity involves generating new ideas, while innovation focuses on implementing them.
 - b. Creativity is about following old ideas, while innovation creates new ones.
 - c. Creativity and innovation are the same.
 - d. Creativity focuses on profitability, while innovation does not.
2. Which of the following is NOT a type of innovation?
 - a. Incremental
 - b. Radical
 - c. Architectural
 - d. Emotional
3. Which type of creativity focuses on thinking outside the box and exploring unconventional ideas?
 - a. Divergent creativity
 - b. Convergent creativity
 - c. Adaptive creativity
 - d. Deliberate creativity
4. What type of innovation involves small improvements to an existing product or process?
 - a. Disruptive innovation
 - b. Incremental innovation
 - c. Radical innovation
 - d. Architectural innovation
5. Which of the following is a method to enhance creativity?
 - a. Avoid collaboration
 - b. Stick to routine ideas
 - c. Embrace new experiences and brainstorming
 - d. Focus only on logical solutions

6. What is the main purpose of an innovation strategy in an organization?
 - a. To maintain the status quo
 - b. To guide the organization in achieving future goals through innovative solutions
 - c. To reduce costs by avoiding new ideas
 - d. To eliminate competition
7. Which type of innovation involves creating entirely new business models?
 - a. Product innovation
 - b. Process innovation
 - c. Business model innovation
 - d. Disruptive innovation
8. During an Industrial Attachment Program, which strategy encourages out-of-the-box thinking?
 - a. Feedback and Iterative Improvement
 - b. Innovation Challenges and Mini-Projects
 - c. Passive Decision-Making
 - d. Adopting Sustainability Practices
9. What approach to decision-making anticipates future events and prepares in advance?
 - a. Reactive Approach
 - b. Active Approach
 - c. Proactive Approach
 - d. Passive Approach
10. Which key role in organizational success focuses on teamwork and leveraging diverse skills?
 - a. Exploration
 - b. Cooperation
 - c. Entrepreneurship
 - d. Disruption

II. Read carefully the following statements and answers by True if the statement is true or False if it is wrong

11. Integrated innovation involves only scientific and technological innovation to address challenges effectively.

12. One of the purposes of integration of innovation is to increase customer satisfaction.
13. The experimentation phase in the innovation process focuses on generating new ideas.
14. The incubation stage in the creativity process involves consciously working on ideas.
15. Integrated innovation helps organizations respond quickly to emerging market trends.



Points to Remember

- Industrial Attachment Program should help us to remember that Creativity involves generating new ideas, while innovation focuses on implementing these ideas to improve products, processes, or systems. Both are vital for competitiveness and adaptability.
- To Enhancing Creativity, we should emphasize on practice brainstorming, embrace new experiences, collaborate, and set aside dedicated time for innovative thinking while leveraging tools and feedback.
- During Industrial Attachment Programs, interns foster creativity through problem-solving, collaboration, design thinking, and technology use.
- Key roles like exploration, cooperation, and entrepreneurship drive success through innovation and teamwork.
- Purpose of integrated innovation Focuses on introducing novelty, increasing market share, revenue, and customer satisfaction.
- Innovation Process includes idea generation, screening, experimentation, and commercialization to efficiently transform ideas into impactful solutions.
- Creativity Process involves preparation, incubation, and implementation stages to generate, refine, and apply practical, innovative ideas.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in and complete the self-reassessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Define the Innovation and creativity concepts key terms					
Explain the types of innovation					
Classify of innovation					
Explain the technological innovation processes					
Describe the holistic TVET innovation pattern					
Identify the types of creativity					
Explain the Core values related to IAP					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the types of innovation strategies					
Describe approaches to strategy and decision-making					
Identify Roles in organizational success					
Define integration of innovation					
Explain the purpose of integration of innovation					
Integrate Innovation process					
Describe creativity process					
Develop innovation and creativity strategies during IAP					
Integrate innovation process					
Integrate creativity process					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PROMOTE AND IMPLEMENT PROFESSIONAL SKILLS TRANSFER



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Promote and Implement professional skills transfer. This includes elaborating the implementation plan of competences acquired during IAP, applying knowledge, skills, and attitudes acquired during IAP implementation plan execution, and presenting an industrial attachment program report.

Self-Assessment: Unit 3

1. Study the Figure 3: Demonstrate Supervisory Skills and answer the following questions.
 - a. What do you see in the figure?
 - b. What do you think the figure is all about?
 - c. Do you think the figure reflects the learning unit? Briefly explain your response
 - d. What do you think will be topics to be covered under this unit based on the figure?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the components of implementation plan					
Explain the learning objective					
Identify the concepts and skills trainees need to demonstrate during IAP					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Explain the level of performance and their points of values					
Identify criteria for each level of performance					
Describe the elements of report writing					
Describe different types of reports					
Identify the steps used for presenting IAP report					
Elaborate the implementation plan					
Apply knowledge, skills and attitudes acquired during IAP					
Create grading system based on possible points earned					
Prepare report on the work done					
Present IAP report					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the components of implementation plan	1. Elaborate the implementation plan	1. Pay attention to details while elaborating the implementation plan
2. Explain the learning objective	2. Apply knowledge, skills and attitudes acquired during IAP	2. Be precise and transparent to avoid misunderstandings.
3. Identify the concepts and skills trainees need to demonstrate during IAP	3. Create grading system based on possible points earned	3. Be clear to the point, avoiding unnecessary detail.
4. Explain the level of performance and their points of values	4. Prepare report on the work done	4. Be accountable on the outcomes
5. Identify criteria for each level of performance	5. Present IAP report	5. Be honest about successes and areas for improvement.
6. Describe the elements of report writing		6. Be professional in preparation of IAP report on the work done
7. Describe different types of reports		7. Be accurate in the presentation of IAP data and findings
8. Identify the steps used for presenting IAP report		



Discovery activity:



Task 21:

Referring to your experience in promoting and implementing professional skills transfer, read and answer the following questions:

- a. How can you define the term” implementation plan” during Industrial Attachment Program?
- b. Discuss the objectives of implementation plan during Industrial Attachment Program
- c. Explain the steps of implementation plan
- d. Describe the key components that should be included in the implementation plan
- e. What do you understand by the term” execution of implementation plan” as used in the application of knowledge, skills and attitudes acquired during IAP?
- f. What is the process involved in performance evaluation of the task carried out during application of knowledge, skills and attitudes acquired during IAP?
- g. What are the elements of a report for the work done?
- h. Discuss the different types of reports
- i. Describe the steps involved for presenting IAP report

Topic 3.1: Elaborating the implementation plan of competences acquired during IAP



Activity 1: Problem Solving



Task 22:

Read the scenario below and answer the questions asked

You are part of a group of interns working on a project at a manufacturing company during your Industrial Attachment Program (IAP). Your supervisor asks you to design an implementation plan for a new process improvement project based on the competences you have acquired so far. As part of the activity, the supervisor asks questions to assess your understanding of creating an implementation plan.

- What do you understand by the term “implementation plan” referring to your situation?
- What do you consider to be the objectives of implementation plan that you are tasked to design?
- In a logical manner present the steps of implementation plan that must be followed.
- Present the key components that you will include while designing your implementation plan.

Key Facts 3.1 Elaborating the implementation plan of competences acquired during IAP

- **Meaning of implementation plan**

- ✓ An implementation plan is a document that outlines the steps your team should take to accomplish a shared goal or initiative. Implementation planning is the counterpart to a strategic plan.
- ✓ Refers to outline the steps to be taken when accomplishing a goal or objective.
- ✓ Involves the detailed steps and actions necessary to execute the strategies aimed at filling professional gaps and advancing employee skills.

- **Objectives of the Implementation Plan**

- ✓ To integrate competences into future professional tasks and academic work.

- ✓ To enhance personal development and contribute to organizational goals.
- ✓ To build a foundation for lifelong learning and continuous professional improvement.

- **Steps of implementation plan**

Elaborating an implementation plan for competences acquired during an Industrial Attachment Program (IAP) involves a structured approach to ensure that the knowledge and skills gained are effectively applied in real-world situations.

Below are the key steps to develop the plan:

- ✓ **Define Clear Objectives:** Start by defining the objectives of the implementation plan. What are the specific outcomes or results you want to achieve by applying the competences acquired? These objectives should be aligned with both your personal development goals and organizational needs.
- ✓ **Identify Tasks and Responsibilities:** Identify and outline the key tasks or activities required to apply the competences acquired during IAP. Also, specify who will be responsible for each task.
- ✓ **Determine Required Resources:** Determine the resources required to implement the tasks effectively. These may include tools, materials, technologies, human resources, or even financial resources.
- ✓ **Set a Timeline and Schedule:** Develop a timeline for the completion of tasks and objectives. Setting clear deadlines ensures that each step of the plan is executed in a timely manner, helping to track progress and maintain accountability.
- ✓ **Identify Risks and Develop Mitigation Strategies:** Recognize potential risks that could prevent the successful implementation of the plan. These might be related to time constraints, lack of resources, or difficulties in applying the competences. Once risks are identified, create strategies to mitigate them.
- ✓ **Develop Monitoring and Evaluation Methods:** Develop mechanisms to monitor the progress of the implementation and evaluate its effectiveness. This ensures that tasks are being completed as planned and the competences are being applied properly.
- ✓ **Test and Validate the Application of Competences:** Implement a phase of experimentation or testing to ensure that the acquired competences are applied

effectively. This can involve pilot projects or small-scale tests before full-scale application.

- ✓ **Refine the Plan Based on Feedback:** Based on the feedback and observations during the implementation, refine the plan to improve its effectiveness. Continuous improvement is a key part of successfully applying acquired competences.
- ✓ **Finalize and Scale the Application of Competences:** Once the competences have been successfully applied on a smaller scale, move towards full implementation and scaling. Ensure the solution or application is ready to have a larger impact.
- ✓ **Document and Share Results:** Document the entire implementation process, including successes, challenges, and insights gained from applying the competences. Sharing the results with stakeholders, supervisors, or peers can contribute to knowledge-sharing and personal growth.

- **Components of implementation plan**

An effective implementation plan is critical for ensuring that the objectives of a project, such as applying competences acquired during an Industrial Attachment Program (IAP), are successfully achieved.

Below are the key components that should be included in the implementation plan:

Task to be performed: Clearly outline the specific tasks that need to be performed to apply the competences acquired. These tasks should be actionable and aligned with the overall goals of the implementation plan.

- ✓ **Steps required:** Break down each task into manageable steps or actions. This will guide the execution of the plan and ensure that no important elements are missed.
- ✓ **Resources needed:** Identify the resources necessary to carry out the tasks and steps. Resources can include personnel, materials, equipment, financial resources, and knowledge.
- ✓ **Risks identification:** Identify potential risks that may affect the successful implementation of the plan. Understanding these risks allows you to develop mitigation strategies.
- ✓ **Schedules:** Create a timeline for each task and step to ensure that everything is completed on time. Schedules help track progress and ensure timely completion of the project.
- ✓ **Task Verification:** Set up methods to verify that each task has been completed successfully. This helps ensure that the competences are being applied correctly and that progress is being made toward achieving the project objectives.



Activity 2: Guided Practice



Task 23:

Read the scenario below and answer the questions asked

As part of your final IAP assessment, and under the guidance of your supervisor, you are required to develop an implementation plan to apply the competences acquired during your IAP. Your supervisor will provide support and feedback as you work through the following components:

- a. Identify key tasks relevant to your role during IAP, with guidance on prioritizing them.
- b. Outline the detailed steps for completing each task, ensuring alignment with industry practices under supervision.
- c. List the tools, materials, or personnel required, with input from your supervisor.
- d. Recognize potential challenges, and collaborate with your supervisor to propose mitigation strategies.
- e. Develop a realistic timeline with milestones, reviewed and approved by your supervisor.
- f. Design methods to verify the successful completion of tasks, with your supervisor's insights.



Activity 3: Application



Task 24:

Read the scenario below and perform the tasks

You are required to create a comprehensive and actionable implementation plan. This plan should clearly demonstrate how you will apply the competences gained during the Industrial Attachment Program (IAP) effectively. Your implementation plan must include the following components:

- a. Tasks to be performed
- b. Steps required
- c. Resources needed
- d. Risks identification
- e. Schedule
- f. Task verification

Topic 3.2: Applying knowledge, skills and attitudes acquired during IAP implementation plan Execution



Activity 1: Problem Solving



Task 25:

Read the scenario below and answer the questions asked

You are part of a group of interns working on a project at a manufacturing company during your Industrial Attachment Program (IAP). Your supervisor assigns you the task of executing an implementation plan for a new process improvement project based on the competences you have acquired. The performance of the task carried out will be evaluated by the following criteria:

- a. Define the learning objective
- b. Identifies concepts or skills you need to demonstrate
- c. Identify the level of performance and their points of values
- d. Create grading system based on possible points earned

Key Facts 3.2: Applying knowledge, skills and attitudes acquired during IAP implementation plan Execution

- **Execution of implementation plan**

- ✓ Execution of an implementation plan refers to the process of putting into action the strategies, tasks, and resources outlined in the plan to achieve specific goals or objectives.
- ✓ It involves the actual performance and coordination of activities, ensuring that the necessary steps are followed, resources are allocated, and timelines are adhered to, all aimed at realizing the desired outcomes.
- ✓ During the execution phase, the plan moves from theory to practice.
- ✓ It includes overseeing operations, monitoring progress, solving any issues that arise, and making necessary adjustments to ensure the project stays on track.
- ✓ Effective execution requires collaboration, communication, and continual assessment to ensure that the goals are met efficiently and effectively.
- ✓ The primary goal of execution is to turn the strategic vision into tangible results by effectively managing the implementation process. It involves coordinating teams, maintaining focus, and ensuring accountability to achieve successful project completion.

- **Key Elements of Execution:**

- ✓ Resource Allocation: Ensuring that the necessary resources (human, financial, technological) are in place.
- ✓ Task Performance: Carrying out the tasks and activities outlined in the plan according to defined steps and processes.
- ✓ Monitoring and Reporting: Continuously checking progress, assessing performance, and providing feedback.
- ✓ Problem-Solving: Addressing unforeseen challenges or barriers that may hinder the completion of tasks.
- ✓ Adjustment: Making modifications to strategies or timelines as needed to stay aligned with objectives.

- **Performance evaluation of the task carried out**

Performance evaluation is a systematic process used to assess and measure the outcomes of tasks or activities carried out, particularly focusing on learning outcomes, effectiveness, and achievement of objectives.

Here is a breakdown of the key elements of performance evaluation in the context of a task:

✓ **Define the learning objective**

Clearly articulate the intended learning outcomes or goals the task aims to achieve.

This sets the foundation for what trainees are expected to learn, demonstrate, or apply through the task. It should align with the overall educational objectives and competencies.

✓ **Identifies concepts or skills trainees need to demonstrate**

Determine the specific concepts, skills, or behaviors trainees must showcase to meet the learning objective.

This step focuses on identifying what is required from trainees in terms of knowledge, skills, or attitudes.

✓ **Identify the level of performance and their points of values**

Establish various levels of performance (e.g., excellent, satisfactory, needs improvement) and assign point values to these levels.

This step helps to quantify performance and create a scale that reflects varying levels of achievement.

✓ **Identify criteria for each level of performance**

Define specific criteria that differentiate the levels of performance.

This ensures a clear and transparent process of evaluation, so trainees understand what is expected for each level.

✓ **Create grading system based on possible points earned**

Develop a grading system that assigns points based on the performance levels and criteria.

This helps translate the performance evaluation into a quantifiable score that can be used to assess overall achievement.



Activity 2: Guided Practice



Task 26:

Read the scenario below and answer the questions asked

You are working as a team in a restaurant called "Gourmet Creations," which has recently implemented an IAP to improve service quality, menu innovation, and operational efficiency. The management is now assessing the impact of the IAP and seeking suggestions for further refinement.

Your team will apply the knowledge, skills, and attitudes acquired during the IAP to execute an operational improvement plan, demonstrate its outcomes, and propose enhancements. During the execution, you will identify the concepts and skills you need to demonstrate, identify the level of performance and their points of values, identify criteria for each level of performance and finally create grading system based on possible points earned.



Activity 3: Application



Task 27:

Read the scenario below and answer the questions asked

"Savory Bliss" is a popular restaurant that recently implemented an Implementation Action Plan (IAP) to address challenges in service efficiency, customer satisfaction, and waste management. The management team is now focusing on applying the knowledge, skills, and attitudes developed during the IAP to enhance overall operations and sustain improvements. You are required to execute the implementation plan in order to demonstrate how you will apply the knowledge, skills and attitudes gained during the Industrial Attachment Program (IAP) effectively.

Topic 3.3: Presenting industrial attachment program report



Activity 1: Problem Solving



Task 28:

Read the scenario below and answer the questions asked

You are requested to prepare an industrial attachment program (IAP) technical report that describes the process, progress, or results of technical activities performed during IAP. Your report should reflect the following:

- a. The elements of a well written report
- b. Respecting the format of a technical report
- c. Respecting the Requirements of good technical report

Key Facts 3.3: Presenting industrial attachment program report

- **Preparation of report on the work done**

Technical report: is a report that describe the process, progress, or results of technical or scientific research that can Include depth experimental details, data, and results.

- ✓ **Elements of report writing/ Format of technical report**

- ✚ The title page: is page comes first when you write your report which contains the title of the report, the date and the institution details plus supervisor.
- ✚ Introduction: This one highlights the main aims of the paper to understand the purpose of your report. You can also comment on the flow of the report so that the reader can know what to expect.
- ✚ The summary: You have written an overview of the whole report including the results and conclusions made.
- ✚ Experimental details: This is the part that you need to state every detail of the experiment starting from the equipment that you used to the procedure for your work.
- ✚ Results and discussions: this are where you are expected to explain the results that you obtained from your work

- ✚ The body: the body is the most important part of your report because it carries your content.
- ✚ Conclusions: write a summary of the main points in the body of your report and give your overview
- ✚ References
- ✚ Appendices (if applicable).

✓ **The different types of reports**

Work reports are essential tools for communication, documentation, and decision-making within organizations. Reports can be classified based on their purpose, content, usage, or format.

While there are many types of reports, main types are examined as below

- ✚ Progress report: Monitor and control production, sales, shipping, service, or related business process. Update stakeholders on the status of ongoing tasks, projects, or activities. Examples: Weekly progress reports, Monthly project updates and Milestone tracking reports.
- ✚ Recommendation report: Make recommendations to management and provide tools to solve problems or make decisions.
- ✚ Summary report: Present summaries of the information available on a given subject.
- ✚ Research Report Proposal: Get approval to spend time preparing a research report on a topic responding to an identified need of the organization.

Other types of technical report

- ✚ Formal Reports: Detailed and structured reports with a formal tone, used for official purposes.
Examples: Annual reports, research reports, feasibility reports.
- ✚ Informal Reports: Short and less structured, often in memo or email format.
Examples: Progress reports, meeting minutes, updates.
- ✚ Daily Reports: Document day-to-day activities and accomplishments.
- ✚ Weekly Reports: Provide a summary of work done over the week.
- ✚ Monthly Reports: Present a detailed overview of work accomplished during a month.

- ✚ Incident Reports: Record details of unexpected events or accidents.
 - ✚ Meeting Reports: Summarize discussions, decisions, and action items from meetings.
 - ✚ Performance Reports: Evaluate individual, team, or departmental performance over a specific period.
 - ✚ Financial Reports: Provide an overview of financial performance and status.
 - ✚ Technical Reports: Share technical data, research findings, or operational details.
 - ✚ Sales and Marketing Reports: Assess sales performance and marketing campaign effectiveness.
 - ✚ Feasibility Reports: Evaluate the practicality and potential success of a proposed project or idea.
 - ✚ Training Reports: Document the outcomes and effectiveness of training sessions.
 - ✚ Audit Reports: Review compliance, accuracy, or efficiency of processes or systems.
 - ✚ Research Reports: Present findings and conclusions from in-depth investigations or studies.
 - ✚ Status Reports: Provide a snapshot of the current status of a project or task.
- ✓ **Requirements of good technical report**
- A well-prepared technical report should be clear, concise, and effective in communicating technical information to its intended audience.
- ✚ Clarity: The purpose of the report must be well-defined and stated upfront.
 - ✚ Accuracy: Stay relevant to the topic and avoid unnecessary details
 - ✚ Comprehensiveness and precise: Use straightforward and unambiguous language to convey information. Avoid jargon unless necessary and explain technical terms.
 - ✚ Logical Structure: organized format that present the information in a logical sequence. Common sections include:
 - ✚ Accessibility and Readability: Use appropriate fonts, spacing, and formatting to enhance readability.

- ✚ Conciseness: Eliminate repetitive or irrelevant information and summarize lengthy details in tables or appendices, referring to them in the main text.
- ✚ Correctness
- ✚ Relevance: Ensure the report is delivered within the required time frame to maintain its relevance and usefulness.
- ✚ Completeness: has a comprehensive Content that cover all relevant aspects of the subject without leaving gaps.

- **IAP report presentation**

- ✓ **Definition of IAP report presentation**

An Industrial Attachment Program (IAP) Report Presentation is the process of formally sharing the findings, experiences, and outcomes of an industrial attachment (internship) with a specific audience, such as academic supervisors, industry mentors, or peers.

This presentation serves as a summary of the practical knowledge and skills acquired during the program, demonstrating the intern's ability to apply theoretical knowledge in a real-world setting

- ✓ **How to write IAP report presentation**

- ✚ Objective: provide an overview of the tasks performed, skills learned, challenges faced, and achievements during the industrial attachment. showcase the intern's ability to analyze and document their learning experience.

- ✚ Components of IAP report presentation

- Introduction: Brief overview of the organization and role.
- Objectives of the Attachment: Outline goals set before starting the program.
- Work Done: Summary of daily tasks, projects, or activities.
- Skills Gained: Highlight technical and soft skills developed.
- Challenges and Solutions: Discuss obstacles encountered and how they were addressed.
- Recommendations: Suggestions for improvement in the attachment program or organization processes.

- Conclusion: Reflection on the overall experience and career impact.

- ✚ Format: can be Visual aids (e.g., PowerPoint slides, charts, diagrams) that are typically used to make the presentation engaging. The language should be professional, clear, and concise.

- ✚ Audience: Academic assessors, industry supervisors, and fellow trainees.

✓ **Steps used for presenting IAP report**

- ✚ Gather the necessary information about professional activities:

Start by outlining the tasks and responsibilities you were assigned during the attachment. Highlight key professional activities or projects you were involved in, ensuring to include the tools, methods, or technologies you used.

- ✚ Explain the work you have done.

Provide a detailed explanation of the activities or assignments you completed. Use examples or case studies to demonstrate the impact of your work. Incorporate visuals like images, charts, or diagrams to make your explanation engaging and easy to follow.

- ✚ Mention any problems you encountered and explain how you solved them

Share significant challenges you faced during your attachment, such as technical difficulties, resource limitations, or workplace dynamics. Describe the steps you took to address these problems and the lessons learned from overcoming them. Emphasize your problem-solving skills and adaptability.

- ✚ Specify what you hope to accomplish next workday.

Discuss the plans or goals you had for upcoming tasks during the attachment period. Highlight your proactive approach and readiness to learn and contribute further. Relate these goals to your broader career aspirations or academic objectives.

✓ **Tips for Effective Presentation**

- ✚ Time Management: Keep your presentation concise and within the allocated time (e.g., 10–15 minutes).

- ✚ Engage Your Audience: Make eye contact, use a clear tone, and maintain a professional demeanor.

-  Be Visual: Avoid overloading slides with text; use graphics, charts, and photos where possible.
-  Use a Professional Tone: Keep your language formal and respectful.



Activity 2: Guided Practice



Task 29:

Read the scenario below and answer the questions asked

In classroom, after conducting the industrial attachment program in a company, you are requested to present the written technical report in front of a panel. During your presentation, you will focus on the following:

- Gather the necessary information about professional activities
- Explain the work you have done.
- Mention any problems you encountered and explain how you solved them
- Specify what you hope to accomplish next workday.



Activity 3: Application



Task 30:

Read the scenario below and answer the questions asked

You have recently completed your Industrial Attachment Program (IAP) at a leading four stars hotel. As part of your final evaluation, you are required to:

- Prepare a comprehensive and well-structured technical report detailing your experiences, tasks performed, competences acquired, challenges faced, and lessons learned during the program.
- Once the report is completed, present your findings in front of a panel consisting of your supervisor, a representative from the company, and a faculty member in 10-minutes.



Formative Assessment

I. Read carefully the following statements and Answer by circling the letter corresponding to the correct answer

1. What is a technical report?
 - a. A summary of a meeting's discussions and decisions.
 - b. A report describing the process, progress, or results of technical or scientific research.
 - c. A financial overview of a company's performance.
 - d. A list of tasks completed during a workday.
2. Which of the following is NOT an element of a technical report?
 - a. Title Page
 - b. Introduction
 - c. Weekly Updates
 - d. References
3. What is the purpose of the introduction in a technical report?
 - a. To highlight the main aims and purpose of the report.
 - b. To summarize the entire report, including results and conclusions.
 - c. To list the equipment and procedures used in the experiment.
 - d. To provide references for the report.
4. What is included in the experimental details section of a technical report?
 - a. Summary of the findings and conclusions.
 - b. Details of the experiment, including equipment and procedures used.
 - c. Recommendations to management for decision-making.
 - d. Overview of day-to-day activities.
5. Which type of report monitors and controls production, sales, or related business processes?
 - a. Recommendation Report
 - b. Progress Report

- c. Feasibility Report
 - d. Incident Report
6. What is the primary purpose of a feasibility report?
- a. To evaluate the practicality and potential success of a proposed project or idea.
 - b. To share technical data and research findings.
 - c. To document outcomes and effectiveness of training sessions.
 - d. To provide a summary of information available on a topic.
7. Which report type summarizes the discussions, decisions, and action items from meetings?
- a. Financial Report
 - b. Performance Report
 - c. Meeting Report
 - d. Status Report
8. Which section of a technical report includes an overview of the whole report, including results and conclusions?
- a. Body
 - b. Summary
 - c. Results and Discussions
 - d. Appendices
9. Which type of report is short and often written in a memo or email format?
- a. Formal Report
 - b. Informal Report
 - c. Research Report
 - d. Training Report
10. What is the primary function of the conclusion in a technical report?
- a. To provide detailed experimental procedures.
 - b. To discuss the results and findings in depth.
 - c. To summarize the main points and give an overall overview.
 - d. To evaluate the feasibility of a project.

II. Read careful the following statements and Answer by true if the statement is correct and false if statement is wrong

1. A good technical report should be clear, concise, and effective in communicating technical information.
2. The purpose of a technical report does not need to be defined upfront.
3. A well-structured technical report includes sections like the title page, introduction, body, and conclusion.
4. It is acceptable to include unnecessary details in a technical report to make it more comprehensive.
5. The format of a technical report should enhance readability using appropriate fonts, spacing, and formatting.
6. The Industrial Attachment Program (IAP) report presentation serves as a detailed overview of all theoretical knowledge acquired during the attachment.
7. An IAP report presentation should include the intern's challenges and how they were solved.
8. Recommendations in an IAP report presentation should focus solely on the intern's personal goals.
9. Visual aids like PowerPoint slides and charts are commonly used to enhance IAP presentations.
10. Time management is not necessary when delivering an IAP presentation.
11. The introduction in an IAP report presentation includes an overview of the organization and the intern's role.
12. A good technical report should avoid using jargon unless it is necessary and clearly explained.
13. Including irrelevant or repetitive information in a technical report improves its conciseness.
14. Problem-solving skills should be emphasized when discussing challenges in an IAP report presentation.
15. The audience for an IAP report presentation typically includes academic assessors, industry supervisors, and fellow trainees.



Points to Remember

- Technical reports outline research processes, progress, and results. Key elements include the title page, introduction, summary, experimental details, results, discussions, conclusions, references, and appendices.
- Reports vary based on purpose and format, such as progress, recommendation, summary, research, formal, informal, incident, performance, and feasibility reports.
- Effective reports are clear, concise, accurate, comprehensive, logically structured, readable, relevant, and timely.
- This involves sharing internship experiences, tasks, skills, challenges, and recommendations. Components include an introduction, work done, skills gained, challenges solved, and recommendations, often presented with visuals for engagement.
- IAP is presented through gathering professional activities, explaining work done, solving challenges, and planning next steps.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in and complete the self-reassessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this reassessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the components of implementation plan					
Explain the learning objective					
Identify the concepts and skills trainees need to demonstrate during IAP					
Explain the level of performance and their points of values					
Identify criteria for each level of performance					
Describe the elements of report writing					
Describe different types of reports					
Identify the steps used for presenting IAP report					
Elaborate the implementation plan					
Apply knowledge, skills and attitudes acquired during IAP					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Create grading system based on possible points earned					
Prepare report on the work done					
Present IAP report					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

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