

# Report on Training Program conducted February--March'2018 in Dhaka

## CBT & A Orientation and RPL Assessment



Supported & Financed by:



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Organized & Conducted by:



Centre of Excellence Agro Food Skills Foundation (CEAFS)

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### Abbreviations

BMET	Bureau for Manpower Employment and Training
B-SEP	Bangladesh Skills and Employment Project
BTEB	Bangladesh Technical Education Board
CBT & A	Competency Based Training and Assessors
DTE	Directorate of Technical Education
GN	Generic
ILO	International Labour Organization
NSC	National Skills Certificate
NSDC	National Skill Development Council
NSDP	National Skill Development Policy
NTVQF	National Technical & Vocational qualification Framework
OHS	Occupational Health and Safety
PPE	Personal Protective equipments
RPL	Recognition Prior Learning
RTO	Registered Training Organization
TVET	Technical Vocational Education & Training
UoC	Unit of Competency

## **About the CBT & A Orientation and RPL Assessment**

The course CBT & A Orientation and RPL Assessment was designed as a 3-day module based course covering a range of topics towards:

- Enabling participants to understand the importance of National Skill Certificate through Recognition Prior Learning (RPL), CBT & A , Assessment & reassessment procedure;
- Enabling participants to understand the Generic, Sector specific and occupation specific OHS, basic mathematics, English in workplace, mixing preparation, hygiene and sanitation, food safety and quality control etc. on Baking level-2 RPL course.
- Equipping participants to be able to prepare bread and biscuit with maintaining food safety & quality

This report provides details of the training that was delivered to participants in Dhaka, February 6-8; February 24-26 & March 11-13, 2018 in Dhaka.

This report on the training is structured as follows:

- Background and Introduction
- The Learning Product
- Course Delivery
- Participants
- Course Evaluation

## 1. Introduction & Background

### Introduction

Bangladesh Technical Education Board is implementing NTVQF programme by the support of the Canadian government funded ILO project titled “Bangladesh Skills for Employment and Productivity (B-SEP)”. In close cooperation with the Government of Bangladesh, the project is implementing its activities in collaboration with the Directorate of Technical Education (DTE) the Bangladesh Technical Education Board (BTEB), the Bureau for Manpower Employment and Training (BMET) as well as other stakeholders including employers and workers groups. It targets government agencies and their staff, employers, workers, training institutions, students and trainees with a particular focus on groups disadvantaged in the labour market. It will enhance the market-relevance and effectiveness of the national TVET and Skills Development system, allowing for better quality, more access and an improved capacity to provide and sustain demand driven services.

### Background

Recognition of Prior Learning (RPL) is the official or format recognition of one’s **knowledge** and **skill acquired** or **learned** on the job or informal training through life experience or any combination of these three. RPL provide opportunity to people having access to formal qualification system which result in eligibility for higher training and position in their career. People seeking job in the country or overseas can also be benefited with recognized certificate of qualification through RPL.

The BSEP project has established an implementation agreement with BTEB to certify 2000 industry workers through RPL in the 5 priority sectors namely Agro-Food, Ceramics, Furniture, Pharmaceuticals, and Tourism & Hospitality sectors. BTEB has intends to partner with selected Registered Training Organization (RTOs) to organize orientation program for the potential industry workers on RPL and do the assessments of selected numbers of workers through RPL programme. In doing so B-SEP project in consultation with BTEB will prepared draft RPL operational guideline on the basis of TVET quality assurance Manual and NTVQF Implementation manual.

## 2. Training objectives

The **objective of this** initiative is to-

- **Knowledge**

- Understand the importance of skills training to national development
- Understand the importance of skill development through RPL to advancing national development agendas
- Understand the ingredients, tools & equipment , recipe and procedures required to prepared butter biscuit and dinner roll

- **Skills/Performance**

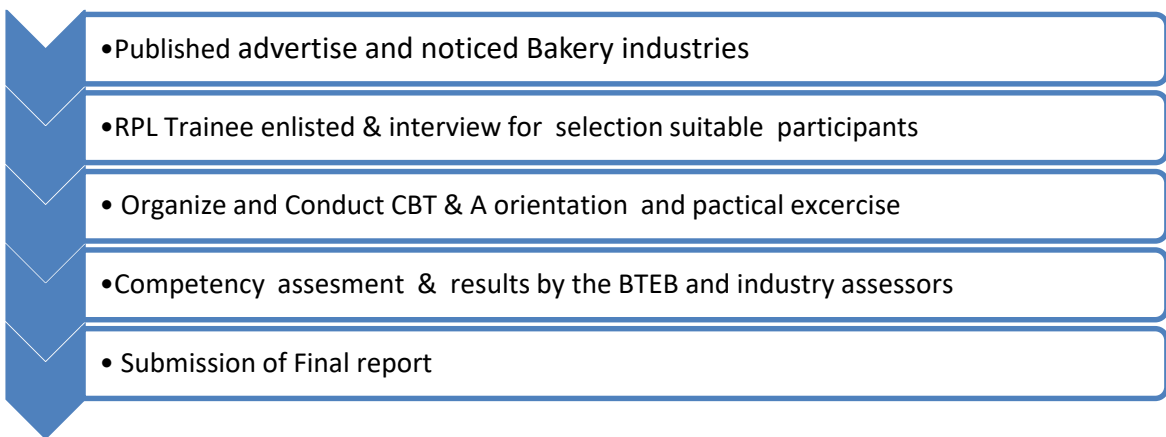
- Know how to prepare biscuit and dinner role recipe, ingredient measurement & preparation

- Know how to prepare biscuit and dinner role and bake
- Be able to develop strategies to overcome the barriers and challenges of quality & safe products
- **Attitude**
- Appreciate the importance of pursuing safe and quality baking items to support Agro food processing sectors in Bangladesh

### 3. Organization of the training

#### Assessment & Certification Process

Following methods will take into consideration to select suitable RPL trainees from the relevant stakeholders from food processing industry/company-



#### Structure of the CBT & A Orientation & Certification Process /Approach

CEAFS will enlist RPL Trainee through advertise of own notice board as well as noticed to food industries, associate members & CEAFs website for enlisted of RPL participants from the relevant sectors as per prescribed form. CEAFS were involved to a primary screening of interested potential candidates through a short interview process at industry level and enlisted suitable candidate for orientation and RPL assessment. CEAFS engaged in the enlisted candidates to participate 3 days CBT& A orientation and RPL assessment program on Baking level-2. The size of the group was maximum 20 candidates /batch. For a group of 20 participants' two industry assessor and BTEB representatives was engaged.

This was a three days training ; first & second days of the training program covered the presentation of the Generic, Sector specific and occupation specific courses related to National Certificate in Baking (NTVQF Level-2) . Besides this, a presentation incorporating recipe & procedure for making butter biscuit and dinner role with practical session on how to make biscuit and bread for the each candidate separately.





On the first & Second day, practical exercise was done for the participants on how to carry out the OHS, PPE ,hygiene & sanitation, Preparing mixtures of ingredients and making dinner role and butter biscuit. Practical session was conducted by the certified assessors. Third day of the training as final competency assessment to covering written test, practical test and oral test on the two days orientation, exercise and job experience by the BTEB representatives and two external industry assessors , which was followed by competency results. A schedule of the training is attached at the end of the report (Annex-3).

#### 4. Target participants

Participants of the RPL orientation and assessment were staff members, supervisors from Agro food processing sectors, entrepreneurs and organizations staff members mainly responsible to carry out the production, processing and capacity building at the industries.

#### 5. Course outline /structures

The training was organized on the basis of four main conspectuses; as under:

- Learning Product
- Course delivery
- Participants
- Course evaluation

#### 6. Course description

This course was designed for the private sector representatives/employees of agro food processing industry who have responsibility for involving baking without national skill certificate . Other stakeholders that the course targets include entrepreneurs, bakers who have no national skill certificate and interest in developing enterprises to the market towards safe and quality baking products for the target consumers in Bangladesh .

The course provides insight into all aspects of Baking, NSC level-2 with specific emphasis on mathematical concepts, work place OSH, team operation, workplace information, food safety & quality, OSH policies procedures, mixing specification and job specific role. Emphasis has been placed on highlighting issues and challenges that countries face in pursuing skill development and improve food safety and quality strategies. International and regional best practices were highlighted as a means of showcasing how various countries have overcome the barriers to advancing baking products towards meeting national skill goals.



The curriculum is divided into 4 modules and is designed to be covered over a 2-day orientation period and one day for final competency assessment. The course also was designed to ensure practical application of the learning and to enable the participants to prepare safe and quality baking products.

## **7. Learning product:**

### **Course module**

1. Generic (5 UoCs required)
2. Sector Specific (3 UoCs required)
3. Occupation specific (1 UoC required)
4. Job role specific Electives (any two of the four (bread, pastry, cake & biscuit))

### **Curriculum**

The curriculum for the course is presented below:

Module 1: GN 1001A1 Use basic Mathematical Concepts

Module 2: GN 1002A1 Apply OSH practice in the work place

Module 3: GN 2003A1 Use English in the Workplace

Module 4: GN2004A1 Operate in self-directed team

Module 5: 2005A1 Present and apply workplace information

Module 6: FODSS1006A1 Follow quality and food safety programs

Module 7: FODSS1007A1 Follow OSH policies and procedures in the food industry

Module 8: FODSS1008A1 Work in the food Industry

Module 9: FODSS1009A1 Interpret mixing specification for products

Module 10a: FODBAK1010A1 Produce bread dough

Module 11a: FODBAK2011A1 Scale and mold dough for immediate proof

Module 12a: FODBAK2012A1 Conduct final mold and final proof

Module 13a: FODBAK101A1 Bake bread

Module 10d: FODBAK1025A1 Produce biscuit dough

Module 11d: FODBAK2026A1 Form Biscuits

Module 12d: FODBAK1027A1 Bake Biscuit

Module 13d: FODBAK2028A1 Cool, decorate and stack biscuits

## **8. Course Delivery Methodologies**

All participants were provided with a Training handout. A variety of learning delivery and assessment methodologies were employed, in an attempt to enable the course to be participatory and interactive and to allow participants to effectively assimilate the new ideas and learning. Importantly, emphasis was placed on adult learning methodologies and over the duration of the course there were a combination of:

- Lectures
- Power point presentation
- Question and answer
- Group Discussions

- Individual and group work/assignments
- Oral and written presentations

### 9. Assessment methodology

Participants were required to undertake pre - and post-evaluation (note that the questions of the pre and post-test were the same and this method is usually used to assess how much the participant knew before the training and how the training built their capacity).



### 10. Participants

A total of 60 Participants were from 16 Agro food processing industries, organization and entrepreneurs (Annex-4)

Total Males: 55

Total Females: 05

Both males and females were given equal opportunity to attend the training. The selection of participants by the food processing industries would have been based on the proposed target groups for the training as indicated in the course curriculum. The venue for the delivery of training was the Centre of Excellence Agro food Skills Foundation training centre in Dhaka. The participants and the organizations they represent are presented in the tables below-

Organization or Company	No. of Participants
PRAN Foods & Banga bakers	04
Olympic Industries Ltd.	09
Rani Food Industries	06
Century Sweets & Bakery	04
Romania Bread & Biscuit	02
CEAFS	07
Ifad Muti Product Ltd.	11
Fulkoli Bread & Biscuit	03
Hira Biscuit (Pvt.) Ltd.	05
ACI	01
Peoria	01

Bonoful & Co.	04
Mass trading	01
Diversey Pvt. Ltd	01
University graduate	01

### 11. Course evaluation

The course evaluation form is presented in Annex -1. At the end of the course, participants were provided with a course evaluation form to complete. 60 participants (20/batch) completed the evaluation form. The results of the evaluation are presented below. Participants were asked to respond to 7 questions.

#### Course Rating

Overall 90% of the participants who participated in the evaluation rated the course as either very good or good, with 10% rating it as excellent.

#### Pre-Training Communication, Registration, Meals and Training Facilities Rating

The table below shows how the participants rated pre-training communication (invitation letters etc.), registration meals and the training facilities.

Elements	Rating				
	Excellent	Very Good	Good	Average	Poor
Pre-training communication	20%	50%	20%	10%	
Registration	20	30	40	10	
Snacks & Meals		20	50	30	
Training Facilities	20	50	30		

#### Rating of Content of the Training Program and Methodology Used

Elements	Rating				
	Excellent	Very Good	Good	Average	Poor
Course Content	40%	40%	20%		
Training Materials (handout)	20%	50%	30%		
PowerPoint Presentations	60%	30%	10%		
Lectures	20%	40%	40%		
Practical Exercises and Activities	50%	40%	10%		
Discussions	20%	40%	30%		

## Rating of Facilitator

This course was largely facilitated by Mrs. Jhulekha Akter Meem and her presentation and discussions were supported by Mr. Shafiqur Rahman Bhuyian, Principle CEAFS. Mr. Abu Sayeed, Manager, CEAFS also played a key role in probing issues presented by participants and oftentimes presented a range of Baking perspectives on issues being discussed. The rating of the lead facilitator is presented in the table below. 80% of participants rated the lead facilitator, Jhulekha Akter, Mr Shafiqur Rahman Bhuyian & Abu Sayeed as either excellent or very good.

Facilitators	Rating				
	Excellent	Very Good	Good	Average	Poor
Mrs. Rojone Meem	30	40	30		
Mr.Shafiqur Rahman Bhuyian	40	40	20		
Mr. Abu Sayeed	50	40	10		

## Lesson learned

Some of the lessons learned listed by participants included:

- Orientation need to be more time
- Presentation should be in Bangla
- Emphasis should be given on using English in workplace
- Practical exercise and competency assessment should followed industry relevant recipe

## Most Relevant Session

Participants listed the most relevant session/s as:

- Practical exercise
- Power point presentation
- Questioning and answer after discussion/ lectures
- Pre and post assessment

## Any other comment/opinion/suggestion

Participants indicated that they would like additional information or follow-up training in the following areas:

- 1) Arrange NSC level-3 on Baking ASAP
- 2) Written question, self-assessment should be in both language

## 12. Overall Competency Assessment result (competent/not yet competent )

Assessment process of the RPL were three parts to show the knowledge, skills and attitude through written, practical and verbal examination. BTEB representative and two industrial assessors involved overall process of assessment. The assessment process is designed to determine how much

participants competent and actually learnt during job and orientation course. Annex- 4 contains the assessment tests. The results of the tests are presented below-

The results of the assessment tests are as follows:

The total competent candidate – 43

The total not yet competent candidate- 17

Among them six (06) were incompetent in written, four (4) in practical & Seven (7) in both written and practical.

### 13. Re-assessment

After completion all CBT & A orientation and RPL assessment, CEAFS organized reassessment procedures for the incompetent participants. Based on the assessment results 14 participants out of 17 were attended re-assessment. Some of them attended written test, some of practical and some of them were written, practical examination like bread and biscuit preparation as per job sheet. After completion reassessment 4 students were not yet competent and 10 students passed successfully and got NSC level-2 certificate (Annex-5).



**Annex-1: Training Evaluation Checklist**

**CBT & A Orientation and RPL Assessment on Baking**

1. Overall I would rate this training program as: (Place a tick in the appropriate box)

- a. Excellent
- b. Very Good
- c. Good
- d. Average
- e. Poor

2. How would you rate the following? (Place a tick in the appropriate box)

Elements	Rating				
	Excellent	Very Good	Good	Average	Poor
Pre-training communication					
Registration					
Snacks & Meals					
Training Facilities					

3. How would you rate the content of the training program and the methodology used? (Place a tick in the appropriate box)

Elements	Rating				
	Excellent	Very Good	Good	Average	Poor
Course Content					
Training Manual					
PowerPoint Presentations					
Lectures					
Group Exercises					
Discussions					

4. Overall, I would rate the facilitators (Place a tick in the appropriate box):

Facilitators	Rating				
	Excellent	Very Good	Good	Average	Poor
Mrs. Rojone Meem					
Mr. Shafiqur Rahman Bhuyian					
Mr. Abu Sayeed					

5. What are some lessons that you learned here that are of practical use as take-away from this training? (Actual tools, ideas, techniques and concepts)

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6. What was the most relevant aspect/session to you?

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7. Any other comments for future improvements to the training program

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**Annex-2: Pre & Post-test question**

**Written Test**

(Baking level-II)

Time: 1 hour

Full marks: 50

Trainee Name: .....

Date: .....

Name of assessment Centre: .....

**True or False**

1. .... Equipment is cleaned for production and hygiene requirement
2. .... Safety shoes can be worn outside the food processing plant
3. .... Sugar controls fermentation in making bread
4. ....Milk is a rising agent
5. ....Weak flour contains 13-15% gluten

**Multiple choices (Please put tic marks on the write answer)**

1. Molds and Bacteria can grow:  
a) Only milk products    b) On jelly    c) on acid food    d) on almost any food
2. Which among the given below is considered as cleaning agent?  
a) Soap    b) hot water    c) sponge    d) chlorine
3. Which flour contains low protein and absorb low water  
a) Weak flour    b) Strong flour    c) Red flour    d) White flour
4. Which is the right meaning of “5S”?  
a) Sort, Systemize, Sleep, Standardize, Self-discipline  
b) Sort, Systemize, Sweep, Standardize, Self-discipline  
c) Sort, Systemize, Sleep, Standardize, Self-directive  
d) Sort, Systemize, Sweep, Standard, Self-active
5. Which ingredient is used in baking to increase tenderness of products?  
a) Yolks    b) fat    c) Demerara sugar    d) Yeast
6. Which ingredient provide colour on the bread?  
a) Milk    b) Oil    c) Sugar    d) Egg
7. Egg is used in baking as -  
a) Supplement of yeast    b) Sweetening    c) Coloring    d) Shortening
8. Which flour contains 13-15% gluten?  
a) Medium flour    b) Strong flour    c) Weak flour    d) Bread flour

9. Which is PPE?

- a) Fire extinguisher      b) Table      c) Apron      d) liquid soap

10. Which is not baking equipment?

- a) Oven      b) Baking tray      c) Hand gloves      d) Measuring scale

**Please write the answer of the following questions:**

1. List 5 common ingredients for baking?

2. What are the functions of Fat in baking?

3. List 5 major tools and equipment used for baking?

4. What is hygiene & Sanitation? Write name of three common cleaning & sanitizing agent?

5. What is meant by Staling in taking industry?

6. What is Gluten?

7. Define hazard?

### Annex- 3: Training Schedule

#### Centre of Excellence Agro Food Skills Foundation(CEAFS) -RTO

##### CBT & A Orientation and RPL Assessment

**Occupation** : Baking, NTVQF Level-2

**Duration** : 3 days

**Venue** : CEAFS RPL Centre, Salim Centre, 19/2 West Panthopath, Dhaka

##### CBT & A Orientation & Assessment Schedule

SI #	Activity	Time duration
<b>Day-1</b>	Registration	9:00-9:30
	Welcome speech	9:30-9:45
	Special address & Introduction	9:45-10:00
	Tea break	10:10:15
	Pre evaluation	10:15-11:00
	Brief Discussion & Presentation on Basic Math, OSH, English in workplace, Food safety & quality, OSH procedure etc	11:00-1:30
	Lunch	1:30-2:00
	Practical Exercise – Make Butter biscuit & Dinner Role	2:00-4:30
	Recap & closing	4:45-5:00
<b>Day-2</b>	Review of Previous day activities	9:00-9:30
	Brief Discussion & Presentation on Basic Math, OSH, English in workplace, Food safety & quality, OSH procedure etc	9:30-11:00
	Tea	11:00-11:15
	Practical Exercise – Make Butter biscuit	11:30-1:15
	Lunch	1:15-2:00
	Practical Exercise – Make Dinner Role	2:00-4:00
	Post Evaluation	4:00-4:45
	Review & discussion	4:45-5:30
<b>Day-3</b>	Assessment Written test Practical & Viva Result Course Evaluation & closing	9:00-5:00

**Annex- 4: Participant list with competency results**

Batch no	Name	Industry/Company & Organization	Result		Remarks
01	Mahmuda Rahman	CEAFS	C*		
	Julekha Akter	CEAFS	C		
	Md. Osman Goni	Olympic Industries Ltd		NYC**	Both
	Md. Shahadath	Olympic Industries Ltd		NYC	Written
	Md. Nazrul	Olympic Industries Ltd		NYC	Written
	Faysal Ahmed Bhuiyan	Olympic Industries Ltd	C		
	Md. Burhanuddin	Ifad Multi Food Ltd	C		
	Md. Uzzal Hossain	Ifad Multi Food Ltd	C		
	Md. Shahabuddin	Ifad Multi Food Ltd		NYC	Written
	Maksudur Rahman	Ifad Multi Food Ltd		NYC	Practical (Bi)
	Sawpon Kumar Roy	Ifad Multi Food Ltd		NYC	Both
	Arfut Uddin	Folkoli Industries Ltd		NYC	Practical (Bi)
	Sayful Islam	Folkoli Industries Ltd		NYC	Both
	Md. Mahabul Alam	Rani Food Industries		NYC	Written
	Md. Monir Ul Islam	Rani Food Industries		NYC	Both
	Md. Kashem	Olympic Industries Ltd		NYC	Both
	Md. Kamrul	Folkoli Industries Ltd	C		
	Nazrul Islam	Peoria Food Ltd	C		
Akash Mia	Rani Food Industries		NYC	Written	
Batch no	Name	Industry/Company & Organization	Result	Remarks	Batch no
02	Tasmia Bari	National University of Bangladesh	C		
	Shamsun Nahar Khan	CEAFS	C		
	Md. Raduyanul Islam	Hira biscuit Pvt. Ltd	C		
	Jahangir Alam	Hira biscuit Pvt. Ltd	C		
	Md. Zahirul Haque	ACI	C		
	Md. Mizanur Rahman	CEAFS	C		
	Md. Roshik Ali	Ifad Multi Products	C		
	Md. Ismail Hossain	Ifad Multi Products	C		
	Md. Robiul Islam	Ifad Multi Products	C		
	Mr. Paul peter Gomes	Century Group	C		
	Md. Abdul Bashar	Banoful & Co	C		
	Md. Saidul Hoque	Mass trading	C		
	Md. Mamun Bhuiyan	Banoful & Co	C		
	Md. Ripon Mia	Century Group		NYC	Written
	Md. Mominul Islam	Banoful & Co	C		
	Md. Abu Sayeed	CEAFS	C		
Md. Shafiquer Rahman Bhuiyan	CEAFS	C			

	Sujit Ronjon Sarker	Diversey (I) Pvt. Ltd	C		
	Iftekar Hossen	Hira Biscuit Pvt. Ltd	C		
	Md. Ismail	Banoful & Co Ltd.	C		
Batch no	Name	Industry/Company & Organization	Result		Remarks
03	Sanjida Khan	CEAFS	C		
	Md. Yasir Ahmed	Hira Biscuits Pvt. Ltd		NYC	Both
	Md. Sohel Hawlader	Century		NYC	Written
	Md. Al Amin	Century	C		
	Md. Bijoy Hossain	Rani Food	C		
	Md. Mamun	Olympic		NYC	Written
	Md. Akram Hossain	PRAN	C		
	Md. Zainal	Olympic	C		
	Md. All Amin	Olympic		NYC	Practical
	Md. Golam Rabbi	Olympic	C		
	Md. Shariful Islam	Rani Food	C		
	Md. Mahbub Alam	PRAN	C		
	Md. Mukul Mia	Rani Food		NYC	Practical
	Md. Moktadir Mia	Ifad Multi Pro	C		
	Md. Suruz Ali	Hira Biscuits Pvt. Ltd	C		
	Md. Akram Hussain	Pran RFL Group	C		
	Md. Shahalam Miah	Romania Food & Bev	C		
	Bhajan Kumar Guha	Ifad Multi Pro	C		
	Jewel Mia	Romania Food & Bev	C		
	Md. Kamruzzaman	Pran RFL Group		NYC	Both
Md. Belayet Hossain	Ifad Multi Pro	C			
	Total		43	17	

**\*C-Competent \*\*NYC-Not Yet Incompetent**

**Annex- 5: Re-assessment results**

Sl#	Name	Industry/Company & Organization	Result		Remarks
			Competent	Not yet Incompetent	
1	Md. Osman Goni	Olympic Industries Ltd	C		Both
2	Md. Sohel Hawlader	Century	C		Written
3	Akash Mia	Rani Food Industries	C		Written
4	Md. Mamun	Olympic	C		Written
5	Md. Ripon Mia	Century Group	C		Written
6	Md. All Amin	Olympic		IC	Practical
7	Md. Mukul Mia	Rani Food	C		Practical
8	Md. Shahabuddin	Ifad Multi Food Ltd	C		Written
9	Arfat Uddin	Folkoli Industries Ltd	C		Practical (Bi)
10	Md.Mahabul Alam	Rani Food Industries	C		Written
11	Md. Monir Ul Islam	Rani Food Industries		IC	Both
12	Md. Kashem	Olympic Industries Ltd		IC	Both
13	Md.Kamruzzaman	Pran RFL Group	C		Both
14	Md. Shahadath	Olympic Industries Ltd	C		Witten
	Total		11	3	

**\*C-Competent \*\*NYC- Not yet Incompetent**



## Bangladesh Technical Education Board, Dhaka

Sl. No. **2340220**



Registration No : **11104245718000001**

Session/Year: **2018**

This is to certify that **Mahmuda Rahman**  
son/daughter of **Md. Abdur Rahman** and  
**Husne Ara Begum** duly

completed the competency requirements under the National Technical & Vocational Qualification Framework (NTVQF) and completed the following units of competency for National Skill Certificate-II in Baking ( Bread and Biscuit ) , NTVQF Level -II .

- ✓ Use basic mathematical concepts
- ✓ Apply OSH practices in the workplace
- ✓ Use English in the workplace
- ✓ Operate in a self-directed team
- ✓ Present and apply workplace information
- ✓ Follow quality and food safety programs
- ✓ Follow OSH policies and procedures in the food industry
- ✓ Work in the food industry
- ✓ Interpret mixing specification for products
- ✓ Produce bread dough
- ✓ Scale and mould dough for intermediate proof
- ✓ Conduct final mould and final proof
- ✓ Bake bread
- ✓ Produce biscuit dough
- ✓ Form biscuits
- ✓ Bake biscuits
- ✓ Cool, decorate and stack biscuits

Date of Issue: 08 February, 2018

Validity : 5 (Five) years from issuing date

Deputy / Controller of Examinations

For verification please visit BTEB website : [www.btebct.gov.bd](http://www.btebct.gov.bd)