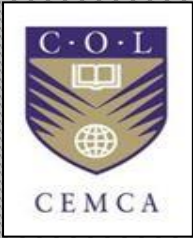


2022



Commonwealth Educational
Media Centre for Asia

Implementation and Impact of the Language and Employability Skills Training for Youths in Sri Lanka via Online Distance Learning (ODL) Mode Final Evaluation Report



By
Together with Youth (Gte) Ltd

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1. A Profile on the Organizations

A) Commonwealth Education Media Centre for Asia (CEMCA)

The Commonwealth Educational Media Centre for Asia (CEMCA) serves as the regional unit of the Commonwealth of Learning. CEMCA promotes the meaningful, relevant and appropriate use of ICTs to serve the educational and training needs of Commonwealth member states of Asia including Sri Lanka. Its mission is to assist governments and institutions to expand the scale, efficiency and quality of learning by using multiple media in open, distance and technology-enhanced learning. The strategic objective of CEMCA is to promote co-operation and collaboration in the use of electronic media resources for distance education.

B) Together with Youth (Gte) Ltd (TWY)

Together with Youth (Guarantee) Ltd (TWY) is an organization registered with the Registrar of Companies as a nonprofit sharing company. TWY was founded by a group of like-minded professionals from various disciplines, who have a long track record of contributing to the skills development of youth and disadvantaged youth groups in Sri Lanka. TWY works independently, irrespective of race, religion, caste, and party politics.

TWY has embarked and successfully completed many skill development training projects to date in various parts of Sri Lanka, in collaboration with the Tertiary and Vocational Education Commission (TVEC), National Apprentice and Industrial Training Authority (NAITA) and Sri Lanka Foreign Employment Bureau (SLBFE) being funded by International Organization for Migration (IOM), AusAid and YouLead, a project of USAID)

2. Introduction

Sri Lanka is a lower-middle-income country with a GDP per capita of USD 3,852 (2019) and a total population of 21.8 million. Policy guidelines in Sri Lanka prescribe how and for how long soft skills through English should be taught as a second language in primary education, but practices on the ground may deviate and in urban schools, this might not materialize in our present educational system. Further, many young people in Sri Lanka struggle to secure employment because they lack the skills and competencies for the jobs they seek. Hence, greater emphasis must instead be placed on upgrading the soft skills of young people so that they can function in the modern workplace. If Sri Lanka's youth receive skills training in these areas, they will be empowered not just to find decent jobs but also to start their own enterprises, and contribute to the country's development. Hence, the program was conducted with the general objective to fulfill the demand of the corporate world by creating a youthful workforce, who possess the soft skills and the ability to achieve workplace targets through practical team engagement.

3. Importance of the Program

The employability skills/soft skills are the life skills that create a positive environment that enables a person to obtain the desired job that suits one's qualifications when he seeks a career opportunity. Soft skills are essential in the professional arena as well as in the daily life of a person. These skills should be established and developed and can be established and developed. The human is a social creature. This is why people are used to living in groups or herds ever since the time of evolution. Therefore, it is clear that soft skills have been important and will continue to be important for all people at all times. Soft skills are also important to lead a happy and peaceful life without mental stress. It has to be accepted that soft skills make life easier.

4. Objectives & Goals of the Program

- Train 250 participants in employability/soft skills and English language.
- Explain the importance of soft skills including Language skills for career advancement and in day-to-day activities.
- Educate disadvantaged youth with soft skills.
- Create confidence among them to face society with more recognition.
- Develop communicative skills and interact with others effectively and comfortably.

5. Outcome of the Program

- TWY along with CEMCA oversaw the successful completion of the training of 250 participants with courses on Soft Skills and English Language within the duration of 8-9 weeks.
- The students understood the significance and the effectiveness of the knowledge and the skills they had acquired by the end of the course. Therefore, the participants will be very competent in applying the knowledge, skills, and attitudes gained through this course in their future activities in social and work environments. This would help in bringing down their frustration a lot in applying for better job opportunities and at higher studies, to secure an interview and get the job, to do the job well, and advance in their career.
- We believe 100% that the participants who completed the training make necessary changes in their attitudes, interests, needs, personalities, and characteristics. Also, it

would increase productivity and competitiveness in their respective work environments.

- We trust that with a good knowledge of English and Skills Training provided through the course, the participants will improve their personal and professional relationships. This, in turn, nurtures mutual respect, happiness and well-being of participants and the society.

6. Implementation of the Program

The following topics describe the implementation process in detail and the topics can be mentioned as advertising and the registration of the participants, grouping the students, subjects and syllabus content, timetables and time allocations, and online classes.

a. Advertising and the Registration Process:

The target group for the program was from age eighteen to thirty-five as pre-decided and the advertising was mainly conducted via social media. The respondents were mostly students like undergraduates, vocational trainees, unemployed youth, etc. and the school leavers who were seeking knowledge and the opportunities to enhance their skills in relation to employment. The target group was selected as 250 respondents.

b. Grouping the Students:

All the participants were divided into five groups with participants in each group. Separate whatsapp groups were created with the purpose of communication and implementing live sessions via online. Further, for English language the students have been further divided into three levels as “beginners, intermediate and advanced” according to their level of the language by giving them a placement test.

c. Theme and Syllabus Content:

The themes for the program were selected as follows:

- Effective Communication Skills
- IT, Computer literacy
- Interview Skills

- CV Preparation
- Teamwork and Leadership
- Time management
- Personality, professionalism and work ethics
- Effective planning and organizing
- English Language

The content for each theme was decided by the trainer except in English according to the time allocations to provide the maximum amount of knowledge to the students to create a productive program. For English “English Strokes” program by British Council was selected by CEMCA as guidance. The pre-planning of the syllabus content and delivery to the students were discussed and shared in a familiarization session by the trainers, the directors of CBTD, and the Program personnel of CEMCA. (Annex 1)

e. Timetables and time allocations for the themes:

With the deviation of the students into groups, the subjects were allocated as two hours sessions for the soft skills development subjects and three hours sessions for the English language. Three sessions were conducted for soft skills development subjects and one session was allocated for the English language per week (Annex 2). Further, fifty hours for soft skills and twenty-four hours for the English language were allocated for each group and a separate timetable for each group was created including all the subjects. (Annex 3)

e. Online Classes:

The delivery of the lessons was commenced on the 1st of November 2021 by the best available Trainers having in-depth subject knowledge and experience to handle the training online who have over 10 years of experience in the relevant subject area at senior level positions in various Institutions/Organizations. The lessons were conducted via Zoom meetings and the teaching procedure, methods, techniques, aids were decided by each trainer accordingly. The links were prepared and shared by the moderator to the trainers and the students and the data required for the students were given accordingly.

1.	Trainer: Business Management (Personality Development, Time Management, Work Ethics)
	Mr. Altaf Ahamed: a Trainer, Lecturer and Consultant, well versed in English, Hindi and Sinhala. Altaf has a Bachelor of Business degree from Monash University, Malaysia and Master of International Business degree from Bangalore University, India.
2.	Trainer: Teamwork and Leadership
	Mrs. Gayani Jayasinghe: a qualified Hotel School Graduate, who has more than 25 years of working experience in the hospitality sector including star class hotels in Sri Lanka and the Middle Eastern countries.
3.	Trainer: Effective Communication Skills
	Mr. Gemunu Weerakoon: (BA in English Medium) an individual with core knowledge and experience in the field of education and employed as Teacher of English attached to the Ministry of Education and held position as Principal in many schools in Sri Lanka.
4.	Trainer: Computer Literacy and IT
	Mr. Hemindu Helitha: obtained a BSc Degree in Computing with a specialization in Software Engineering, and 8 years of working experience as a Systems Engineer and Database Developer.
5.	Trainer: CV preparation and interview Skills
	Mr. Hiran Nugawela: is well experienced in the Training and Development of staff in leading private sector Organisations in Sri Lanka. He has a BSc in Business Management and City & Guilds Training Skills Certification.
6.	Trainer: Business Management (Effective Communication Skills, Teamwork and Leadership, Effective Planning and Organizing, Personality Development etc.)
	Mrs. Kalani Silva: LLM, Attorney-at-Law & NP, CGP, ACIS, PA Dip in IPL. Many years of professional experience as a lecturer & examiner, trainer and consultant in various spheres of business management and law.
7.	Trainer: Effective Planning and Organizing
	Mr. Lakshman Wickremasinghe: graduate from Hotel School and over 30 years of experience in hospitality industry, and training and development of staff.
8.	Trainer: English Language
	Mrs. Lathika Dharmasheeli: obtained Master of Education, Post Graduate Dip. in Education and BA in English Literature, Language and Communication. 19 years of experience as an English Teacher at Government Schools and as visiting lecturer at universities and higher Education Institutes.
9.	Trainer: English Language
	Mrs. Wathsala Jayatissa: who has 10 years of experience in teaching English Language at National Schools attached to the Government of Sri Lanka. She has Bachelor and Master degrees in Teaching English as a Second Language.

f. Learnings and setbacks

As the country started re-opening, the universities and educational institutions were starting to function physically, hence a gradual drop in the attendance of the students was observed. Hence, a break was given to the students from 22nd November to 27th November, and restarted the program after a strong advertising campaign. The second break was given to the students during the Christmas & New Year holidays, and it was from 22nd December to 31st December 2021.

Another major problem was the power cuts that occurred in Sri Lanka and due to the difficulties, the attendance dropped drastically in the latter part of the program.

7. Impact of the Program

The impact of the program was evaluated by both parties, i.e., the students and the trainers. The discussion is developed under students' performance and comments, trainers' evaluation reports.

a. Students' Performance and Comments:

Students' performances were observed both by the supervisors and the trainers throughout the program. The active participation among several students was observed with anticipation to learn. At the end of each lesson students were provided opportunities to comment on the lesson. Some feedback forms were distributed among the students and asked them to provide their feedback on the lessons (Annex 4). The students were highly motivated in learning CV preparations, IT skills, and Interview skills and they participated in the lessons enthusiastically. At the end of the program the students were asked to provide video feedback on the whole program. (Annex 5) The remarks were used to enhance the program and increase its productiveness.

b. Trainers' Evaluation reports:

Trainers prepared evaluation reports after completion of the program with the inclusion of the assessments, and suggestions (Annex 6). The reports clearly express the whole procedure the impact of the program and the problems that arose. The trainers' commented as the whole program as an ultimate success where the students were highly benefitted. Further, they

included the formative assessments which expressed the effectiveness of each lesson. The students learned the skills related to participating in an interview, preparing a CV, working as a team, enhancing leadership qualities, using IT for employment purposes, managing time and using time productively, planning work and organizing and usage of English in communication. The targeted content is capable of enhancing employment-related skills and the program directly impacted not only the development of the skills, but also the behavior, attitudes, and perceptions of the participants.

8. Suggestions and Conclusion

The suggestion of the trainers was to implement the program with required changes according to the participants and the time period. By concluding the report, it can mention that the program is highly beneficial for the employment seekers, school leavers and those who seek for knowledge related to employment skills and further it is highly beneficial for a country like Sri Lanka where the education system and the career requirements have a massive gap.

9. Annexes

Annex 1

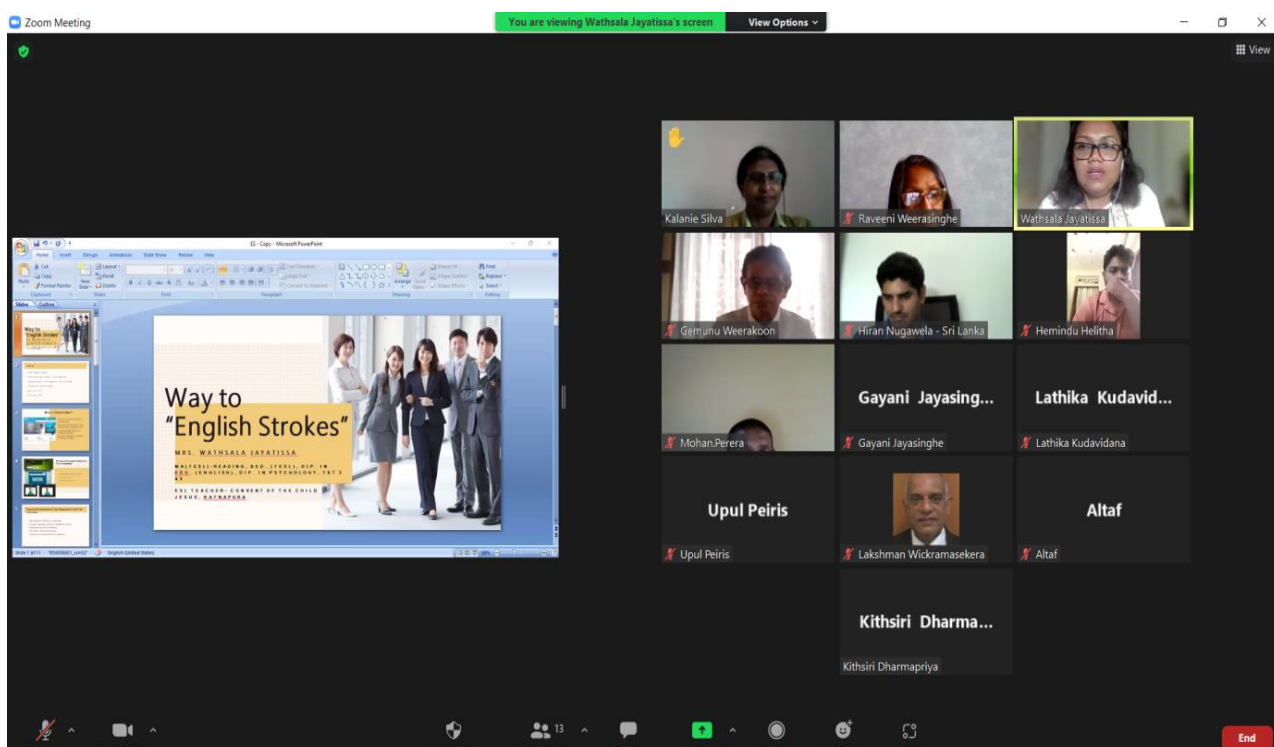
The Images of the Familiarization Session:

The screenshot shows a Zoom meeting interface. On the left, a slide titled "Areas Covered" lists the following topics:

- Non verbal communication
- Body language
- Platform skills
- Communication etiquette
- Barriers to communication
- Effective Listening skills
- Effective presentations
- Effective communication

On the right, a grid of video feeds shows participants. The participants visible are:

- Kalanie Silva
- Raveeni Weerasinghe
- Gayani Jayasinghe
- Withsala Jayatissa
- Mohan Perera
- Hemindu Heltha
- Gemunu Weerakoon
- Saurabh Mishra
- Hiran Nugawela - Sri Lanka
- Upul Peiris
- Lathika Kudavidana
- Lakshman Wickramasekera
- Altaf
- Kithsiri Dharmapriya



Annex 2

Subjects and the Time Allocation for a Group:

Subject	Number of sessions per a class	Number of hours per a session	Total hours for a group
Effective Communication Skills	6	2	12
IT, Computer literacy	2	2	4
Interview skills	2	2	4
CV Preparation	2	2	4
Teamwork and leadership	4	2	8
Time management	2	2	4
Personality, professionalism, work ethics	4	2	8
Effective planning and organizing	3	2	6
English language	8	3	24

Annex 3

Time Tables

GROUP 1																								
GROUP 1	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec
	Week 5							Week 6							Week 7							Week 8		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Soft Skills 3-5 pm Mon/Wed/Fri	IT		CV		INT			TWL		INT		COM			PER		TWL		COM			TM		COM
English 3-6 pm Tuesday		ENG Intermediate							ENG Intermediate							ENG Intermediate							ENG Intermediate	
GROUP 2																								
GROUP 2	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec
	Week 5							Week 6							Week 7							Week 8		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Soft Skills 5-7 pm Mon/Wed/Fri	PER		COM		TWL			INT		ORG		IT			CV		PER		COM			PER		ORG
English 5-8 pm Thursday				ENG Intermediate							ENG Intermediate							ENG Intermediate						

GROUP 3																								
GROUP 3	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec
	Week 5							Week 6							Week 7							Week 8		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Soft Skills 7-9 pm Mon/Wed/Fri	IT		CV		ORG			TWL		COM		INT			COM		INT		PER			ORG		COM
English 6-9 pm Saturday						ENG Beginne r							ENG Beginne r								ENG Beginne r			

GROUP 4																								
GROUP 4	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec
	Week 5							Week 6							Week 7							Week 8		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Soft Skills 4-6 pm Tue/Thu/Sat		ORG		TWL		PER			COM		ORG		IT			COM		TM		PER			TWL	
English 4-7 Wednesday			ENG Advance d							ENG Advance d							ENG Advance d							ENG Advance d

GROUP 5																								
GROUP 5	29-Nov	30-Nov	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec
	Week 5							Week 6							Week 7							Week 8		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Soft Skills 6-8 pm Tue/Thu/Sat		PER		COM		TWL			ORG		IT		PER			CV		COM		INT			PER	
English 6-9 pm Friday					ENG Beginne r							ENG Beginne r							ENG Beginne r					

Annex 4

Analysis of Feedback:

Soft Skills Training Feedback

S.NO	Submit Date	Select your Soft Skills Training Group Time slot	Select Today's Training Session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (if there are any)
1	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	The way conducted the lecture.	Nothing	Yes	No	No Answer
2	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Teaching method	Nothing	EDSO composition	Nothing .. Doing good	Thank you
3	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	About the center of person	No Answer	No Answer	No Answer	Very interested
4	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Culture	No Answer	No Answer	No Answer	No Answer
5	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Today lecture included very important thigs for our life ,specially to stress management .	No Answer	No Answer	No Answer	It was interesting and funny .

S.NO	Submit Date	Select your Soft Skills Training Group Time slot	Select Today's Training Session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (If there are any)
6	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Organisational culture	Nothing	about personality	No Answer	No Answer
7	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Strees	No Answer	Strees management	No Answer	No Answer
8	29-11-2021	Monday Wednesday Friday 5-7 pm	Effective Communication Skills : Mr. Gemunu Weerakoon	Very Helpful	Whole lesson	I didn't dislike anything	I learnt new thing	Speaking, Using Grammar	This is very important opportunity.
9	29-11-2021	Monday Wednesday Friday 5-7 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Stress management	Nothing .The whole program was quite interesting .	The way we should perceive our dreams without being centered to a particular person or any situation .	It would be great if u could add more real life stories when explaining the lesson .Because those things last longer in the mind.	This program is important for those who are willing to learn professional english, as the lecturers are so good in making students comfortable in speaking in English.

S.NO	Submit Date	Select your Soft Skills Training Group Time slot	Select Today's Training Session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (If there are any)
10	01-12-2021	Tuesday Thursday Saturday 4-6 pm	Personality , Professionalism, Time Management and Work Ethics : Mr. Altaf Ahamed	Very Helpful	Because he elaborated points with some story	Participants of the class is low	Habits loop	If we can organise some online activities like debate so that would be great to interact each others	In English classes lecturers cn give more chance all the level of students to talk in English to improve their english that's better

11	01-12-2021	Tuesday Thursday Saturday 4-6 pm	Effective Communication Skills : Mr. Gemunu Weerakoon	Helpful	Communication skills	No Answer	No Answer	Stress and time management Communication skills Time management Workload management	No Answer
12	04-12-2021	Monday Wednesday Friday 3-5 pm	Effective Communication Skills Time Management Team Building and Leadership : Ms. Kalanie Silva	Very Helpful	Team work and time management	No idea	Yes of course	No idea	Today lecture is very helpful for my profession thank you...
13	04-12-2021	Monday Wednesday Friday 3-5 pm	Team Work and Leadership Skills : Ms. Gayani Jayasinghe	Very Helpful	Team work	No Answer	No Answer	No Answer	No Answer

S.NO	Submit Date	Select your English Language Training Group	Select the Day and Time slot of your Training	Select your Trainer for Today's session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (If there are any)
1	30-11-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Speaking skills	No Answer	No Answer	No Answer	No Answer
2	30-11-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Give us the time to speak while teaching grammar and the applications of what she taught. Our teacher, Ms. Wathsala is more friendly with us and make us comfortable to speak with her without fear	Nothing	I learned about describing a person	We want more chance to develop our speaking ability. I participated from the starting date and now i have improved than before.	No Answer
3	30-11-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Give more time to speaking .	No Answer	No Answer	No Answer	It is very important to improve english knowledge
4	30-11-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Speech	No Answer	No Answer	No Answer	No Answer

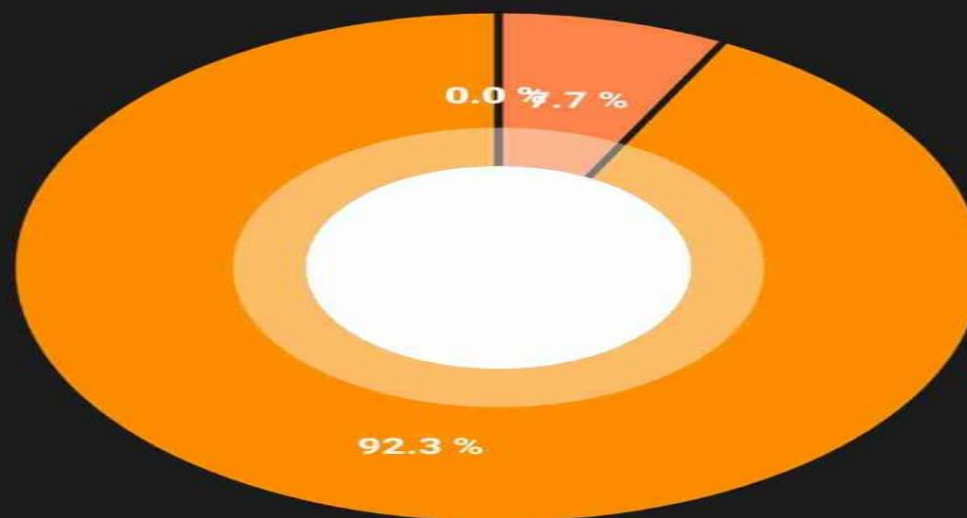
S.NO	Submit Date	Select your English Language Training Group	Select the Day and Time slot of your Training	Select your Trainer for Today's session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (If there are any)
8	01-12-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	English speaking part	No	How to use the word of used to	Add more english speaking session	This english speaking session is very good.it can gives improve my speaking knowledge
9	01-12-2021	Advanced Stage	Friday 6-9 pm	Ms. Lathika Kudavidana	Helpful					
10	01-12-2021	Beginner's Stage	Thursday 5-8 pm	Ms. Lathika Kudavidana	Very Helpful	Very helpful	No Answer	No Answer	No Answer	No Answer
11	01-12-2021	Intermediate Stage	Friday 6-9 pm	Ms. Lathika Kudavidana	Very Helpful	Teaching techniques	Nothing	Yes	No	No
12	01-12-2021	Advanced Stage	Thursday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Helpful program	No Answer	No Answer	No Answer	No Answer
13	01-12-2021	Intermediate Stage	Friday 6-9 pm	Ms. Wathsala Jayatissa	Somewhat Helpful	Discussion	No Answer	No Answer	No Answer	No Answer
14	01-12-2021	Beginner's Stage	Wednesday 6-9 pm	Ms. Lathika Kudavidana	Helpful	Essay writing	No Answer	No Answer	Essay writing. Advance grammer writing Sentences conecting	No Answer
15	01-12-2021	Beginner's Stage	Thursday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Discussion	Nothing	How to use "used to"	no	No
16	01-12-2021	Beginner's Stage	Thursday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Spoke with teacher very friendly	No any	Yes	No	No Answer
17	01-12-2021	Beginner's Stage	Wednesday 6-9 pm	Ms. Wathsala Jayatissa	Helpful	Its very interesting training session	Nothing	Yes	No	No Answer

S.NO	Submit Date	Select your English Language Training Group	Select the Day and Time slot of your Training	Select your Trainer for Today's session	How would you rate Today's Training?	What did you like the most about Today's Training	What did you dislike about Today's Training?	Any new thing you learnt and remember from Today's session	Any other suggestions to improve this Training?	Other Comments (If there are any)
20	03-12-2021	Intermediate Stage	Tuesday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	Encourage	Nothing	No Answer	No Answer	No Answer
21	05-12-2021	Advanced Stage	Wednesday 6-9 pm	Ms. Lathika Kudavidana	Very Helpful	The whole session	No Answer	No Answer	No Answer	No Answer
22	05-12-2021	Intermediate Stage	Thursday 5-8 pm	Ms. Wathsala Jayatissa	Very Helpful	About Languages	Nothing	How to pronounce	Nothing	Thank you
23	05-12-2021	Intermediate Stage	Friday 6-9 pm	Ms. Lathika Kudavidana	Somewhat Helpful	Yes	No Answer	No Answer	Yes	Very good

How would you rate Today's Training?

PIE CHART

- Not at all Helpful - 0
- Not Helpful - 0
- Somewhat Helpful - 0
- Helpful - 1
- Very Helpful - 12



Annex 5

Students' feedback about the program

<https://youtu.be/ugCQURMvFwA> : Watch this video on Youtube .

Annex 6

Samples of the Final evaluation report by trainers

Sample 1

The Subject areas that were covered under Effective Communication Skills:

1. Nonverbal Communication
2. Communication Etiquette
3. Effective Listening Skills
4. Effective Presentation Skills
5. Effective Communication
6. Report writing and Letter writing
7. Incident reporting and writing

A. Evaluation of the themes covered:

The module on Effective Communication Skills was designed so that the students would be able to work on their communication skills which are necessary skills in the world of work. The participants were able to identify the importance of those afore-mentioned skills in building up their communication. I personally do see the need for developing our personal communication as vital given that the present-day jobs require candidates with exceptional communication skills. Hence the module is overlooked as a significant job skill.

B. Report on the Effective Communication Skills:

Date commenced: 01.11.2021

Target Group: Young Adults, (Age group; 19 years to 35 years)

Duration: 08 Weeks

Number of groups: 05 groups

The course designed to improve the soft skills among the youths of the rural and urban areas was held successfully especially the Effective Communication Skills which were quite

strange to them and at the end of the course I got to know from their feed backs they got a clear idea of what it was meant and they were able to put into practice in their workplaces also what they have got. I also stressed them the need to use them as part and parcel of their lives. I am certain with the knowledge they have got they will be able to address to their superiors, colleagues, subordinates in a way that could be applicable to the standards of the modern workplace there by leading to the use of the above skills to the society at large.

Even though the beginning of the sessions were fully attended by the participants later I saw a slump in the number of them as I feel this is mainly due to the fact that the course was offered to them free of charge and as the society has tendency to believe that there should be a financial value of whatever the services given to them and the participants' inability to continue this type of a course in a stipulated period of time.

However, thanks to the continuous publicity given by the CBTD/TWY staff involved in this training, on this course there was a stable number of participants who continued to attend the course regularly.

I take this opportunity to extend my sincere thanks to CEMCA for being generous to help improve the soft skills of young adults of our country which will certainly reap the fruits of this harvest in the future and also to CBTD/TWY Training for their unflagging efforts to continue the yeoman service rendered by them.

Whilst commending on this I would like to suggest if this course could be held physically in regional basis that would be quite successful and also if it could be added to the vocational training courses held in the country there would be a stable number of participants.

The Feedback on the training was positive and in a conversation with the participants I found out that how one of them had managed to resolve work conflicts due to miscommunication by applying what we have discussed under effective communication. They also did find the skills such as communication etiquette quite useful since they informed me that they are not very familiar with some of the etiquettes we discussed given that they are unaware of such etiquette. Hence, they have found the sessions quite useful.

Finally, I would suggest the continuation of this course with added component of English Language skills will make the efforts of CBTD/TWY and CEMCA remarkably fruitful.

All in all, your attempt is totally a success.

Sample 2

Other subjects covered:

- ✚ Teamwork & Leadership
- ✚ Personality Development, Professionalism & Work Ethics
- ✚ Time Management
- ✚ Effective Planning & Organizing
- ✚ Interview Skills
- ✚ CV Preparation
- ✚ IT, Computer Literacy

A. Evaluation on the subjects covered:

The target audience was youth, either awaiting employment, just employed, in the early years of employment, or awaiting early career advancement.

The subject line up and their content areas in the above-mentioned subjects were very appropriate for the above target audience and very commendable.

One change that may be suggested is regarding 'Effective Planning & Organizing'. 'Principles of Management' or 'Basics of Management' might have been a better start, followed up with Planning & Organizing, and then Directing, Controlling and Executing/ Implementing.

Leading in a more overall context was well covered under the 'Teamwork & Leadership' module.

B. Report on the start and the outcome:

The start was very good, very promising. But over time, numbers reduced due to several reasons, including technical (lack of power or network connection, etc.) and academic/professional (examinations, other training or work commitments, etc.) reasons.

However, overall feedback of students who attended (at end of each session, or at later sessions, etc.) indicated that the ones who attended the sessions found the program relevant, interesting, and benefitted well from the sessions.

Suggestions:

1. Holding the several sessions of one subject consecutively, rather than many days apart, would be easier for the students to follow the content and also to remember to attend the consecutive preferred module sessions.

2. While CBTD/TWY was so generous as to sponsor the data connections of each student, experience showed that some did not continue to link up. May be, rather than be paid for upfront, students could be informed that upon completion of a minimum of 75% (or other suitable rate) of attendance, the cost of connections (amount to be specified) will be reimbursed by the end of each month, or at end of the whole program.

3. It may also be appropriate to instill a sense of discipline and of moral and ethical responsibility that once registered with the program, which is free of charge, they required to continue to participate continuously; other than at extreme situations, in which instances (e.g., at times of examinations, official employment engagements, etc.) they need to be specifically excused/ exempted by the Course Co-coordinators (CBTD/ TWY).

4. The awarding of an online certificate for those who complete the full program (again, with, maybe, a minimum of 90% or so of attendance) may have motivated continuous participation.

Certainly, a grace factor may have to be devised to cover the lack of power and network connections, examinations announced after a student enrolled in the program, etc.

While this might entail a bit more administrative work, the success rate of the program may be positively affected.

C. Suggestions to improve the curriculum:

Overall, the curricula of the above subjects were very good.

The following was included at A above, suggested as an improvement.

Regarding 'Effective Planning & Organizing': 'Principles of Management' or 'Basics of Management' might have been a better start, followed up with Planning & Organizing, and then Directing, Controlling and Executing/ Implementing.

Additionally, the following too may be relevant:

1. Considering that Employability Soft Skills was the primary area of the program, the inclusion of appreciation/ knowledge of the nexus between management and employment, and an employee's role in that context, would be good. E.g., as 'The Employer and You' or 'You in Employment', or such like.

This is because, while some of the target groups were graduates or other with secondary/ vocational/ academic/ professional education (to whom the

suggested inclusion would already be familiar), a few have employment in mind only as a means to income and/or being occupied.

Sometimes, the latter group (and unfortunately, even some of the so-called 'educated/ professional youth') have a problem understanding why management thinks differently from them, and therefore lack appreciation/acknowledgment of mutual understanding and commitment. So, this inclusion would help the young individuals to get onto a committed and mutually rewarding relationship with the employer/ manager (without lethargy/ tardiness/ unfair demands/ lack of co-operation/ industrial actions, etc.).

2. Along with the above, or in addition:

“Organizational Behavior and/ or Organizational Culture”

Being an island-wide and industry-wide program, the emphasis would have to be made to cover the diversity of the aspects under these topics.

D. Report on Students' Participation:

There was very satisfactory participation by quite a few very interested participants. It was a pleasure to address to and engage with them. Audio & video clips, continuous chats requesting and encouraging engagement, opportunities to share experiences, and many other numerous mechanisms were used to encourage them.

Overall, participation was good, but would certainly have been better if they did attend more, more often, and also engage more often.

Basically, the target audience consisted of 'Millennials' and 'Generation Zs'. Considering that they are internationally stereotyped, amongst other things, as tech-addicted and anti-social, at different levels, of course, the non-engagement can be understood to a particular extent.

Further, initially, the younger set was very enthusiastic, but unfortunately, they had to disengage due to examinations relevant to them being announced by the government and the respective universities.

A few other factors causing such a reduction of participation were discussed at B above.

E. Feedback of the participants (suggestion):

Of those who responded, there were very satisfactory comments as to the session is interesting, interactive, and useful. Some mentioned that there was a lot they gained and that they looked forward to the next session.

There were many who simply said 'Thank you only. Given that the level of communication and interaction in English and the Zoom technology was a bit low, the simple Thank you could be read as the eloquence of appreciation of the session, and overall, of the program.

Of course, some may have only been polite, but were involved enough to proceed to thank.

For some, this was a first-time experience with this technology and with long-distance learning. Also, for some, mostly the not-yet employed youth, it was the first time exposure to many unknown adults, which was also an inhibiting factor. For most of them, simple and short answers meant a lot they wished to say, simply put in a few summarized words.

They were requested to speak out in English, preferably, but were also encouraged to engage in Sinhala (native language) too. It could be observed that some did start in Sinhala but ventured out in English over a few sessions. Am sure the program itself would have helped them much in this regard.

F. Target Group:

As stated at D above, basically, the target audience consisted of 'Millennials' and 'Generation Zs'.

The program content could be considered relevant to all, but delivery was rather tough considering the non-engagement of some participants despite the session facilitators' continuous effort to engage them, and the broad age range. E.g. 18 to 20 yrs. old school students and the 28 to 30 yrs. old year employed participants.

Perhaps groupings of 18 to 26 and 25 to 30 (with a slight overlap, depending on experience & exposure levels) might be practically more relevant.

Overall, it seems, many young persons across Sri Lanka benefitted very much: their future is brighter, more realistically positive, due to the variety of insights and experiences they gained from this most timely, topical and relevant program.

Sample 3

Subject areas covered under English Language:

A. Content of the Program:

The Content of the program was decided as the “English Strokes” online program by British Councils and by dividing the students into three levels as “Beginner’s level”, “Intermediate Level”, “Advanced Level” each content was taught. Each unit contains listening activities, pronunciation activities, reading activities, and writing activities and new vocabulary is also introduced. The main purpose of the program was to improve the students’ speaking ability by developing receptive skills, listening and reading.

B. Population:

The target population for the sessions was aged 18 to 35 and most of the students were from age 18-28.

C. Implementation:

In the process of implementation, the content was developed into situational English as the activities became familiar and comfortable for the students to involve in productively. Further, the interaction and collaboration were encouraged by the breakout room option, group presentations as well as whole-class discussions. PowerPoint presentations, pictures, notices, and videos were used as teaching aids other than the English Strokes program in facilitating and motivating the students. (Annex 6.3) In the end of the session, some revision activities were given which help to evaluate the progress of the students as well as the productivity of the lesson. (Annex 6.1) Writing activities were corrected by asking the participants to photograph them and send via WhatsApp. (Annex 6.2) The content was updated and changed constantly with the requirements and the suggestions of the participants into more spoken activities rather than spending time on other skills development.

D. Suggestions:

By analyzing all the requirements presented by the students and the productivity of the sessions following suggestions can be presented.

- a. The maximum duration of a session can be two hours long to have a productive session.

- b. Group works are ideal to motivate students to speak rather than asking them to speak individually or directly to the teacher.
- c. Spoken English is the most required skill to be practiced by the participants.
- d. Usage of real-life situations /authentic situations is highly productive and the participation of the students into those activities is comparatively high.

E. Conclusion:

By concluding the report, it can mention that the program is a success and further amendments according to the students' requirements can increase the productivity of the students. Further, with emphasis on the importance of the program while making attendance compulsory to complete the course, the value of the course can be increased.

It is strongly advised that these programs should be connected with an institution that will guarantee the participation of the participants throughout as these learnings are a must for the youth of Sri Lanka.

Annex 6.1

Session End Revision Activities:

The activities were created using the word wall app and at the end of each session these types of activities helped to evaluate the effectiveness of the lesson.

My Results ▶ Shareable results link 📄 Open Activity ⌵ More ⌵

Result 4 for 'Re-arrange and make correct utterances'

ASSIGNMENT UNJUMBLE ⌚ 2 Nov 2021 ⌚ No deadline 👤 21 (28) ⌵ All Best First 🌐 wordwall.net/play/24353/102/662 📄

Summary

NO. STUDENTS

21

AVERAGE SCORE

45.2

TOP SCORE

54

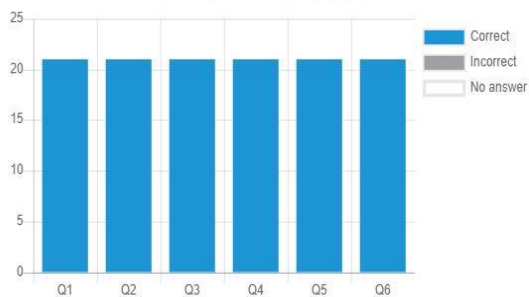
2 students

FASTEST

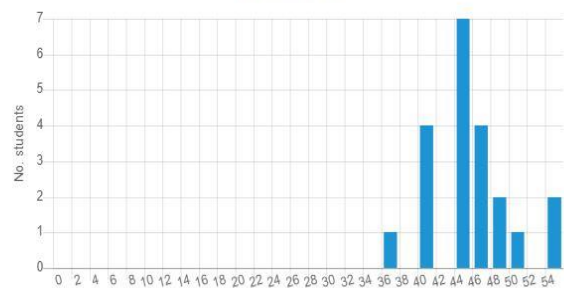
1.2 s

SAREENA

Correct or incorrect by question



Score distribution



Leaderboard

Rank	Name	Score	Time
1st	Shiva	54	1:03
2nd	Mohamed Farhath	54	1:07
3rd	Kaveesha	50	1:16

Show more ⌵

Results by question

SORT BY Number Correct Incorrect

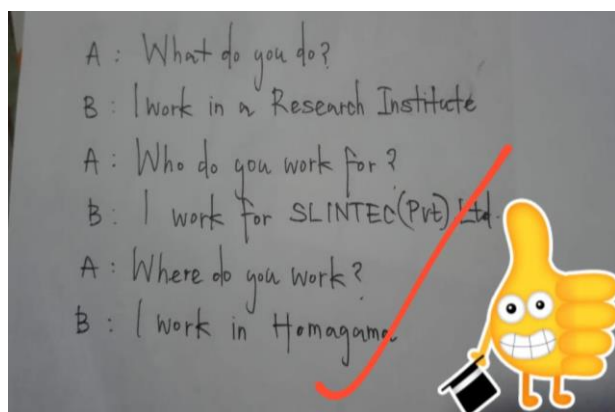
	Question	Correct	Incorrect
1 ▶	Pleased to meet you	21	0
2 ▶	What are you doing now?	21	0
3 ▶	Do you have a job?	21	0
4 ▶	What skills do you have?	21	0
5 ▶	Nice to meet you	21	0
6 ▶	Please have a seat	21	0

Student	Submitted	Score	Correct	Incorrect	Time
Dulmi	21:19 - 2 Nov 2021	44	6	0	1:13
Kaushi Dissanayake	21:19 - 2 Nov 2021	44	6	0	1:44
Dulanga Kalhari	21:19 - 2 Nov 2021	44	6	0	1:18
Dhanushka Deshan	21:22 - 2 Nov 2021	45	6	0	2:03
Kaveesha	21:30 - 2 Nov 2021	50	6	0	1:16
Monilka	22:17 - 2 Nov 2021	46	6	0	1:41
Kavindu	22:25 - 2 Nov 2021	46	6	0	1:38
Kavindi Jayasuriya	7:21 - 3 Nov 2021	40	6	0	2:56
Nandhini Devi Shanker Dass	11:41 - 3 Nov 2021	44	6	0	57.1
Sasna	13:56 - 3 Nov 2021	45	6	0	1:00
Kosila	14:09 - 3 Nov 2021	41	6	0	2:53
Pasindu Hansaka	15:03 - 3 Nov 2021	40	6	0	1:53
Hashan Sanjeeva	16:03 - 3 Nov 2021	49	6	0	1:38
Mohamed Farhath	17:32 - 3 Nov 2021	54	6	0	1:07
Ishali	18:02 - 3 Nov 2021	46	6	0	1:25
pramod samarawickrama	19:11 - 3 Nov 2021	36	6	0	1:11
Ishani	19:46 - 3 Nov 2021	49	6	0	2:39
Shiva	20:21 - 3 Nov 2021	54	6	0	1:03
R.P.C.Sulakshani	17:16 - 5 Nov 2021	45	6	0	1:37
SAREENA	1:03 - 6 Nov 2021	46	6	0	53.5
Gokul Subramaniam	20:47 - 8 Nov 2021	41	6	0	53.2

Annex 6.2

Students work after Corrections:

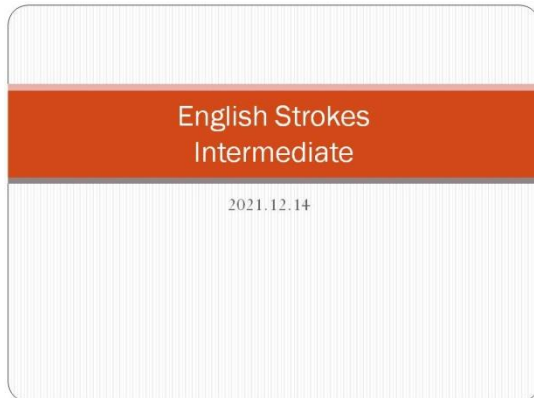
Some written work of the students were sent via WhatsApp and the trainer corrected them and sent back.



Annex 6.3

I. Teaching aids

Usage of PowerPoint presentations, visual and auditory media helped to motivate the Students.



I. Presentations

Will vs. Going to

Select the most suitable answer

- 'I haven't got my phone.' 'That's OK. I'm going to lend / I will lend you mine.'
- It's Julia's birthday next week, so we are going to buy / we will buy her some flowers.
- Will you lend me £10? I promise I'm going to give / I'll give it back to you tomorrow.
- We're going to have / We'll have a barbecue tomorrow. It's all planned, so I hope it won't rain.
- 'Jim's starting university tomorrow.' 'What is he going to / will he study?'
- You aren't going to like / won't like that film. It's very frightening. Let's choose another one.
- Do you think they are going to like / will like the presents we got for them?'
- Look! The coach is going to leave / will leave! Run or we'll miss it.

Check your answers

- 'I haven't got my phone.' 'That's OK. I will lend you mine.'
- It's Julia's birthday next week, so we are going to buy her some flowers.
- Will you lend me £10? I promise I'll give it back to you tomorrow.
- We're going to have a barbecue tomorrow. It's all planned, so I hope it won't rain.
- 'Jim's starting university tomorrow.' 'What is he going to study?'
- You won't like that film. It's very frightening. Let's choose another one.
- Do you think they will like the presents we got for them?'
- Look! The coach is going to leave! Run or we'll miss it.

II. Newspaper articles – Also used as Teaching aids.

The image is a job vacancy advertisement. It features the JICA logo on the left and the Media for Peace Project logo on the right. The main heading is 'JOB VACANCY'. Below this, it specifies the position as 'Secretary/Accountant - Nos. 1' with a duration of '1 year'. The text describes the project as a three-year technical cooperation project for promoting peace building and democratization in Nepal. It lists the required qualifications: a bachelor's degree in management or business studies, minimum 3 years of work experience as a secretary/accountant, fluency in English, and good computer skills. It also mentions that women, Dalits, Janajatis, Madhesis, and other minorities are encouraged to apply. The application deadline is August 15th, 2012, and the contact email is mepprojectnepal@gmail.com.

JICA **JOB VACANCY** **Media for Peace Project**

Secretary/Accountant - Nos. 1
Duration- 1 year

Japan International Cooperation Agency (JICA) has implemented a three-year technical cooperation project, "Promoting Peace Building and Democratization through the Capacity Development of the Media Sector in Nepal". We have been working with Ministry of Information and Communications and Radio Nepal to establish a model of accurate, impartial and fair media since November, 2010. Yachiyo Engineering Co. Ltd (YEC), a Japanese company to implement the project under supervision of JICA, is seeking suitable candidate to fill the vacant post.

Required Qualifications:

- Bachelor's degree in any discipline preferably in Management or Business Studies
- Minimum 3 years work experience as Secretary/Accountant in development projects, INGOs or NGOs
- Fluent in written and spoken English
- Good computer skills with English and Nepali typing

Women, Dalits, Janajatis, Madhesis and other minorities are especially encouraged to apply. Please apply along with your detailed CV, cover letter and recent PP size photo via email to mepprojectnepal@gmail.com by **August 15th, 2012**. Only shortlisted applicants will be contacted for written test and interview.

III. Videos

<https://www.youtube.com/watch?v=dSB1qRYuOPY> - Simple Present Tense

<https://www.youtube.com/watch?v=xlDj5aH3Cco> – How to talk about the daily routine



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