

# STANDARD OPERATING PROCEDURE (SOP) FOR TRAINING MANAGEMENT

Building Effective, Inclusive and Accountable  
Public Administration System



**BPATC**

**Bangladesh Public Administration Training Centre**

[www.bpatc.org.bd](http://www.bpatc.org.bd)

**STANDARD OPERATING  
PROCEDURE (SOP)**

**FOR**

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Savar, Dhaka-1343

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# List of Abbreviations/ Acronyms

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ACAD	:	Advanced Course on Administration and Development
AD	:	Assistant Director
AVR	:	Audio, Visual and Recordings
BPATC	:	Bangladesh Public Administration Training Centre
BRTC	:	Bangladesh Road Transport Corporation
CA	:	Course Advisor
CC	:	Course Coordinator
CD	:	Course Director
CDC	:	Curriculum Development Committee
CV	:	Curriculum Vitae
CMT	:	Course Management Team
DD	:	Deputy Director
ERP	:	Enterprise Resource Planning
FM	:	Faculty Member
FTC	:	Foundation Training Course
GS	:	Guest Speaker
ICT	:	Information and Communications Technologies
ID	:	Identification
MIS	:	Management Information Systems
MOPA	:	Ministry of Public Administration
PM	:	Prime Minister
PPMC	:	Policy Planning and Management Course
PPR	:	Programme, Planning and Record
PT	:	Physical Training
Prog	:	Programme
TOT	:	Training of Trainers

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SOP : Standard Operating Procedure  
SSC : Senior Staff Course  
VIP : Very Important Person  
VVIP : Very Very Important Person  
WE : Written Examination

# Table of Contents

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Sl.	Title	Page No.
1	Introduction	05
2	Vision, Mission and Core Values of BPATC	06
3	Standard Operating Procedure (SOP)	07
4	Background of SOP	07
5	Objectives of SOP	08
6	Scope of SOP	08
7	Detailed Standard Operating Procedure (SOP) for Imparting a Training Program	09
8	Pre-Training Activities	09
9	During Training Activities	12
10	After Training Activities	20
11	Annexure (Pre-Training)	22
12	Annexure (During Training)	27

# Standard Operating Procedure (SOP) for Training Management of Bangladesh Public Administration Training Centre (BPATC)

## INTRODUCTION

Developing human resources of the public sector of Bangladesh is the entrusted business of Bangladesh Public Administration Training Centre (BPATC) as articulated in the BPATC Act (Amended) 2018. To that end, since its inception in 1984, BPATC is regularly conducting career oriented training courses for the public servants of Bangladesh and for the civil servants of the country in particular. With a view to meeting the demand of the government and in order to propel the continuous capacity development of the public servants, BPATC conducts the following core courses:

- a. Foundation Training Course (FTC) for the new recruits of Bangladesh Civil Service;
- b. Advanced Course on Administration and Development (ACAD) for the Deputy Secretaries to the Government and equivalent public officials;
- c. Senior Staff Course (SSC) for the Joint Secretaries to the Government and equivalent public officials; and
- d. Policy Planning and Management Course (PPMC) for the Additional Secretaries to the government and equivalent public officials.

Apart from the above mentioned training courses, arranging Policy Dialogue Programme for the Secretaries and Senior Secretaries to the government is also a regular business of BPATC. Organising training, seminars and workshops on various issues of national and international concern and some on-demand tailor-made training courses for the officials of different public entities is also a mandated business of BPATC. It is worth mentioning that the courses of BPATC are regularly updated aligning with the need of time and the globally demanded skills and knowledge. Each course is scientifically designed to level up the knowledge, skills, and attitude of the participants at a desired benchmark. To that end, setting of course objectives and delivering of contents are crafted in a masterly manner.

## VISION, MISSION AND CORE VALUES OF BPATC

Bangladesh Public Administration Training Centre as the apex training institution of the country perceives and expresses common aspirations and expectations of its key stakeholders, the civil servants, who will uphold and remain committed to the core values of the nation i.e. democracy, nationalism, secularism, and social justice. Vision and mission of BPATC, thus, always inspire and

create a sense of purpose and commitment in the psyche of all the employees of the organization. BPATC also believes and practices some fundamental principles and values which create a strong, unique, and innovative culture in the organization. The shared vision, mission and core values are described below:



### Vision

BPATC becomes a centre of excellence for developing patriotic, competent, and professional civil servants dedicated to public interest.



### Mission

We are committed to achieving the vision through: developing competent and professional human resources by imparting quality training and development programmes; conducting research, publishing books, journals and extending consultancy services for continuous improvement of public service delivery system; establishing effective partnership with reputed institutions of home and abroad for developing organizational capacity; and promoting a culture of continuous learning to foster a knowledge-based civil service.



### Core Values

BPATC, in all spheres of activities, cherishes the spirit of our great liberation war, fundamental principles of state policy and patriotism; and strives to infuse those among the stakeholders effectively. BPATC's operating principles are built on core values of discipline, integrity, inclusiveness, professionalism, innovation, team spirit and learning for results. These values influence how we work together, how we serve our clients, how we make decisions, and how we determine our priorities. They reinforce our respect for the people we serve, our colleagues, and ourselves. As a public sector human resource development organization, we value:

## Discipline

We maintain discipline of highest order in every step of our activities. We believe in mutual respect and human dignity. We are committed to creating an environment where all views, opinions and inputs are encouraged and valued.

## Integrity

We demonstrate patriotism and ethics in our activities. We do what we say. We practice integrity by ourselves and encourage our trainees to uphold it in their activities.

## Inclusiveness

We are committed to achieving a diverse and highly professional workforce at all levels of the organization and to ensuring equity and equal opportunities for all irrespective of faith, creed, ethnicity, language, age, race, gender, and physical infirmity. We promote social inclusion and a culture of tolerance and peace.

## Professionalism

We show leadership and strive for excellence in our activities by means of professionalism and competencies. We are passionate about the work we do and foster pro-people attitude.

## Learning for Results

We impart training for results and take follow up actions to stay relevant. We value and maintain an enabling environment for continuous learning for our clients and ourselves. We are keen to build partnership and collaboration with local and international organizations.

## Innovation

We draw inspiration from our shared history and tradition. We are equally committed to finding creative and sustainable solutions to problems in an ever-changing global context. We highly

regard innovations in governance and public management.

## Team Spirit

We foster *esprit de corps* in our activities and share our achievements as well as failures among ourselves. We consider every individual of the organization as a valued member of the team where contribution by everybody is recognized. We take careful initiatives to instill team spirit among participants of our programmes.

## Standard Operating Procedure (SOP)

The process of organising training programmes is structurally designed to make it well-organised, effectively delivered and to ensure that resources are fruitfully optimized. The structured design of managing a training course includes pre-training management activity, during-training management activity and post-training management activity. Putting all these training management activities together the standard operating procedure (SOP) has been prepared that can be followed for smooth-running of any training courses. This SOP is the guideline and a list of activities to be mandatorily followed at all three levels, viz, pre, during and post training of managing any training courses.

## Background of SOP

A special committee was formed consisting of experienced and expert faculty members of the centre to design the Standard Operating Procedure (SOP) of the core training programs facilitated by BPATC. After several sittings, the committee drafted the primary SOP considering almost all the essential segments of the core courses. For fine-tuning and improving the standard of SOP, a workshop was organized by the centre where all the faculty members of BPATC and expert trainers from other leading training organizations of the country put their valuable



inputs to make this directive more relevant, pragmatic and flawless as much as possible. All these activities were guided and monitored by

the senior faculties, namely Member Directing Staffs and organizational head Rector of BPATC.

The members of the SOP committee are as follow:

Sl.	Designation of the Assigned Faculty Member (not as per seniority)	Responsibility in the Committee
1	Member Directing Staff (Project)	Convener
2	Director (PPR)	Member
3	Director (TOT)	Member
4	Director (Project)	Member
5	Director (Government System)	Member
6	Director (Public Administration)	Member
7	Deputy Director (PPR)	Member
8	Deputy Director (International Program)	Member
9	Deputy Director (Research)	Member
10	Research Officer	Member
11	Deputy Director (Economic Theory)	Member Secretary

## Objectives of SOP

SOP aims at providing guidelines and instructions for initiating, organizing and executing the training courses organised by BPATC. The objectives of SOP are:

1. To bring the uniformity in operationalizing different stages (i.e. pre, during and post) of a training course;
2. To ensure step-by-step procedure to avoid overlapping and missing steps;
3. To organise and deliver a training in a predictable and effective manner;
4. To contribute to the training performance at all levels.

## Scope of SOP

This SOP covers the essential activities required for managing the training programmes of BPATC.

# DETAILED STANDARD OPERATING PROCEDURE (SOP) FOR IMPARTING A TRAINING PROGRAM

## Pre-Training Activities

Sl. No.	Description of Work/Task	Responsibility	Time Frame	Remarks
1	Consultation workshop for preparing annual training calendar	Director (PPR)	By March each year	Participated by faculty members
2	Publication of training calendar specifying Course Management Team	Director (PPR)	By May each year	with alternative CMTs for each course
3	Seeking course-wise nomination from MOPA and other nominating agencies	Director (PPR)	Two months before commencement of each course	As per training calendar
4	Issuance of CMT's office order	Director (PPR)	At least 30 days before the commencement of each course	
5	Appointment of support staff and course secretariat	Director (Administration)	At least 30 days before commencement of each course	
6	Issuance of office order appointing Module Directors	Director (PPR)	30 days before commencement of each course	
7	Receiving nominations and sending list of participants to CMTs	Director (PPR)	03 weeks before commencement of each course	
8	Updating Resource Persons' Pool	Director (PPR)/ Deputy Director (MIS)	03 weeks before commencement of each course	

Sl. No.	Description of Work/Task	Responsibility	Time Frame	Remarks
9	Updating course curriculum involving CDC and module directors	Director (PPR)	30 days before commencement of each course	
10	Initiation of course management file for CMTs (including resource persons' pool, nomination list, research consultants as applicable)	Director (PPR)	30 days before commencement of each course	File will go the respective CMT and will come back to PPR after completion of course
11	Collecting course evaluation reports from the Evaluation Department	CMT	20 days before commencement of each course	
12	Holding a preparatory meeting	CMT	18 days before commencement of each course	
13	Preparing /updating lesson plan (detailing out what to be taught under each topic where applicable) for each topic of a module	CDC & Module Director	14 days before commencement of each course	
14	Submitting tentative list of speakers with their contact details to CMT	Module Director	07 days before commencement of each course	
15	Preparing and getting approval of course budget	CMT & Director (Administration)	15 days before commencement of each course	
16	Opening bank account and depositing check	CMT	07 days before commencement of each course	
17	Preparing and communicating a Gantt Chart to the relevant stakeholders	CMT	07 days before commencement of the course	

Sl. No.	Description of Work/Task	Responsibility	Time Frame	Remarks
18	Publishing Course Curriculum	Director (PPR) & DD (Publication)	18 days before commencement of each course	
19	Publishing Course Brochure	CMT	07 days before commencement of each course	
20	Distribution of business among CMT members	CMT	Immediately after issuance of CMT formation order	As per Annexure-1
21	Holding a preparatory meeting of CMT with representatives from support services	CMT	07 days before commencement of each course	As per Annexure-2
22	Collection & Distribution of training kits/courseware	CMT & Director (Administration)	07 days before commencement of each course	As per Annexure-3
23	Visit and Ensure the readiness of CMT office, classroom, auditorium, dormitory, cafeteria, playground, clinic and other areas related to training	CMT	03 days before commencement of the course	As per Annexure-4
24	Communicating a schedule of sessions for the first week	Assigned Course Coordinator/CC (Prog)	05 days before the commencement of each course	
25	Opening online registration	Systems Analyst	Immediately after getting nomination from concerned authority	
26	Issuance of welcome letter	CMT	Immediately after getting nomination from concerned authority	
27	Communicating with participants through email, WhatsApp etc.	CMT	At least 03 days before commencement of the course	

Sl. No.	Description of Work/Task	Responsibility	Time Frame	Remarks
28	Finalizing inauguration programme and sending invitation cards to invitees	CMT and PPR	15 days before commencement of each course	As per Annexure-5
29	Preparing dormitory	AD (Dormitory)	03 days before commencement of each course	As per Annexure-4
30	Arranging transportation for participants from Dhaka to the centre	CMT/DD (Service)	02 days before commencement of each course	
31	Ensuring reception desk	CMT and DD (Service)	On the day of arrival	
32	Receiving participants upon their arrival	CMT	01 day before commencement of the course	
33	Arranging food for participants for the first 03 days	AD (Dormitory)	01 day before commencement of each course	
34	Fixing sports programme for trainees	Director (Physical Education/ Sports)	05 days before commencement of each course	
35	Preparing an inauguration plan	CMT	05 days before commencement of each course	As per Annexure-5
36	Contacting the national mausoleum authority	CMT	05 days before commencement of each course	
37	Welcome briefing	CMT	In the evening of the arrival day	

## During Training Activities

The detailed standard procedure for imparting the 'During' part of the training are classified under five major heads. These are:

1. General Guidelines for Course Commencement;
2. Dealing Academic and Management Affairs;
3. Conducting Exam, Assessment and Evaluation;
4. Course Completion Formalities; and
5. Conducting Sessions (for Faculty Members).

- **General Guidelines for Course Commencement:**

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
01	Conduct Pre-test of the course	CMT & Director (Evaluation)	Before the inauguration	
02	Check the venue and other logistics get ready	CMT & Director (Administration)	Before the inauguration	
03	Arrange Inaugural Ceremony	CMT & Director (Administration)	At the beginning day	As per Annexure-1
04	Reconfirm arrangement of the visit to National Mausoleum	CMT	At the beginning day	
05	Visit to National Mausoleum	CMT	At the beginning day	As per Annexure-2
06	Send joining information of participants to concerned authority	CMT & Director (PPR)	By the second day of course commencement	
07	Arrange health check-up facility for the participants	CMT & Medical Officer	Within 02 days of the course commencement	
08	Arrange Rector's Tea	CMT & Director (Administration)	Within 02 days of the course commencement	As per Annexure-3
09	Ensure all kinds of discipline (as per training policy/directives)	CMT	During the course	As per Annexure-4

- **Dealing Academic and Management Affairs:**

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
01	Review meeting of day-to-day activities among the members of CMT at least for 10 minutes	Every day for at least 10 minutes	Course Director	
02	Arrange Formal Briefing	Second day of the commencement	CMT & Other Departments	As per Annexure-5
03	Form Different Committees	Within 3 working days of the commencement	Course Director	As per Annexure- 6

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
04	Attach one coordinator with each committee for advice and supervise the committee activities	Within 3 working days of the commencement	CMT	-
05	Ensure and monitor the activities of the different committees	During the course	CMT	As per Annexure-7
06	Consult and confirm the Speaker about session allocation	At least two days before of the session-day	CMT	As per Annexure- 8
07	Prepare and Distribute daily schedule	At least two days before the session-day	CMT	As per Annexure-9
08	Invite Guest Speaker through a specified invitation letter	At least five days before the session-day	CMT	As per Annexure-10
09	Update Guest Speakers' database (if applicable)	At least five days before the session-day	CMT & DD (MIS)	
10	Upload the daily schedule in ERP	At least three days before the session-day	CMT	
11	Receive Guest Speaker and introduce him/her before the participants	Session Day	CMT	As per Annexure- 11
12	Ensure distribution of hand-out/soft copy of the presentation	Before/End of the session	CMT	Uploading in ERP
13	Ensure standard duration of session for all courses (60 minutes)	Session day	CMT & Resource Person	
14	Ensure 10 minutes break in between two sessions	-	CMT & Resource Person	
15	Ensure active participation in each session	During the session	CMT & Resource Person	CMT will inform the Resource Person

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
16	Offer 'vote of thanks' to the resource person by the participant	End of the session	Concerned Course Coordinator	
17	Prepare daily monitoring report	During the course	Director (Evaluation)	
18	Share monitoring report with the concerned authority	During the course	CMT & Director (Evaluation)	
19	Share speaker's evaluation through ERP	During the course	Director (Evaluation)	
20	Select books for review (wherever applicable)	First week	Module Director	
21	Prepare book review guideline (wherever applicable)	Within 02 weeks of the course commencement	Module Director	
22	Distribute books for review	Within 02 weeks of the course commencement	CMT	
23	Select review panel (wherever applicable)	-	Module Director	
24	Arrange visits (in country) and field attachment (including souvenir for the hosts)	According to the Gantt Chart	CMT	As per Annexure- 12 (Communication, transport arrangement)
25	Organize Mess night (wherever applicable)	During the course	CMT	As per Annexure- 13
26	Arrange Foreign Exposure Visit (For ACAD, SSC & PPMC)	As per plan by the concerned authority	CMT, Director (PPR) & MOPA	As per Annexure- 14 (Group Formation, Report Writing)
27	Arrange Debate competition	Last week of the course		
28	Arrange Sports Closing	Last week of the course	CMT & Director (Sports)	As per Annexure-15
29	Organize Guest night	Last week of the course	CMT	Rehearsal needs to be done for FTC



Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
30	Mid-term Adjustment of the Budget	At the mid of ACAD, SSC/After each two month for the FTC	Course Director and Course Coordinator (General/Finance)	To ensure proper utilization of budget and avoid any disruptions

• **Conducting Exam, Assessment and Evaluation:**

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
01	Ensure Exam or evaluation activity after at least 80% completion of a module	According to the Gantt Chart	Course Director, Module Director & Director (Evaluation)	
02	Prepare the exam and assessment schedule	According to the Gantt Chart	CMT & Director (Evaluation)	
03	Prepare & submit the question paper to the Evaluation Dept. (with sealed packet)	07 days before the exam	Concerned Module Director	
04	Finalise question paper for exam	03 days before the exam	Moderation Committee & Director (Evaluation)	As per Evaluation Policy
05	Arrange invigilation and other necessary activities of the exam by the CMT	At least 02 days before the exam-day	CMT	
06	Prepare seat plan for written exam	At least 02 days before the exam-day		
07	Collect written examination question paper	At least 30 minutes before the starting time of the exam	CMT/Module Director, Director (Evaluation)	
08	Collect and deliver assignment question for individual exercise/group exercise etc.	During the course as per schedule	CMT & Module Director	
09	Collect & submit the answer scripts (WE/ Assignment) formally to the Evaluation Department	Immediately after the completion of the exam	CMT	

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
10	Assign code number for each answer script/ assignment/report etc.	Immediately after getting the answer script	Director (Evaluation)	
11	Examine coded answer script	Within 10 working days of getting answer scripts	Concerned Module Director	
12	Submit the examined answer scripts to the Evaluation Department for decoding of the scripts	Within 10 working days of getting answer scripts	Concerned Module Director	
13	Submit presentation marks (review report/ seminar paper) to Evaluation Department	Within 10 days of getting answer scripts	Concerned Module Director	
14	Upload the marks of examined copies through ERP	Within 10 days of getting answer scripts	Concerned Module Director	
15	Publish module-wise marksheet	Within 3 days after getting marks/ answer scripts from the Module Director	Director (Evaluation)	
16	Arrange re-examination as per Evaluation Policy (if applicable)	At least 20 days for FTC and 05 days for other courses before the closing of the course	Concerned Module Director and Director (Evaluation)	
17	Finalise and update marksheet	Within 05 days of getting the scripts of re-examination	Concerned Module Director	
18	Submit the final marks sheet to the Evaluation Department after incorporating the change (if any) by the Module Director	At least 20 working days for FTC and 05 days for other courses before the closing of the course	Concerned Module Director and Director (Evaluation)	
19	Prepare Certificate/ Marksheet	At least 03 days before the Certificate Awarding programme	Director (Evaluation) & CMT	

Sl. No	Description of Work/Task	Time frame	Responsibility	Remarks
20	Conduct Post-Test (if applicable)	At least 02 days before the Certificate Awarding Programme	Director (Evaluation) & CMT	
21	Conduct Course-End Evaluation	At the last day of the course	Director (Evaluation) & CMT	
22	Arrange preparation of Merit Medal, Rector's Medal	At least one month before the closing programme	Director (Evaluation)	
23	Prepare Certificate of Appreciation	At least 07 days before the closing of the course	Director (Evaluation)	

• **Course Completion Formalities:**

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
01	Identify the Guest/Guests of the Certificate Awarding Program	CMT	One month for FTC; 15 days for other courses before the closing day	
02	Prepare program schedule of the Certificate Awarding Programme	CMT	10 days before the program	
03	Prepare and distribute Invitation Card to the guests	CMT/Assigned Faculty member	05 days before the Certificate Awarding Program	
04	Prepare release order for the concerned authority	CMT	05 days before the closing day	
05	Select anchor and finalise the script	CMT	03 days before the closing	Certificate awarding part to be done by Evaluation Department
06	Arrange rehearsal as per program schedule (for FTC only)	CMT & Evaluation Department	One day before of the closing program	As per Annexure-16
07	Reconfirm the arrangement of the closing program	CMT & Evaluation Department	03 hours before the Closing Program	

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
08	Arrange the Certificate Awarding Programme	Director (Evaluation)	On the last day	CMT, Director (Administration) will assist Director (Evaluation)
09	Receive all relevant clearance letters	Concerned Course Coordinator	One day before the course closing	
10	Distribute release order to the participants	CMT	After completion of the closing program	

• **Conducting Sessions (for Speakers/faculty members):**

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
01	Arrive class-room well ahead of time	For each resource person	Before 05 minutes of starting time	
02	Explain learning objectives and session contents before starting discussion	For each resource person	Within first 05 minutes	
03	Ensure participation of audience through question-answer	For each resource person	-	
04	Dedicate at least 10-15 minutes for open discussion (preferably last 15 minutes)	For each resource person	As convenient	
05	Ensure ten minutes break for the participants in between two consecutive sessions	For each resource person	After completion of each session	
06	Distribute handout or upload through ERP at least 24 hours before of the session	For each resource person	For each session	
07	Ensure use English as the medium of instruction except explaining technical terms	For each resource person	During the session	
08	Conclude the session within the stipulated time	For each resource person		

## After Training Activities

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
01	Prepare/send Pen Picture of the Individual Participants of the training courses	CMT/ Director (Evaluation)	CMT will prepare and send Pen Picture within 15 (fifteen) working days of completion of concerned training course	After getting pen picture Evaluation Department will send it (with having approval of Rector) within 30 working days to MOPA/ concerned organization
02	Square up accounts of the Course and submit adjustment vouchers for the advances taken	CMT/ DD (Finance)	Within 10 working days for all Courses, within 20 working days for FTC by the concerned CMT. CC (General), CD will prepare the adjustment with approval of the CA (where applicable) before submission to the Finance department	DD (Finance) will confirm the final adjustment (with prior approval of Rector) within 10 working days after having from CMT
03	Prepare and submit Speakers (in-house/GS) list (session's/topic-wise)	CMT	15 working days after completion of the course (for FTC within 20 working days). CC (Program) will prepare the list of speakers (in-house/guest speaker) details (name, contact address, number, sessions etc.) used in the concerned training course	Send soft copy (MS word & pdf) to MIS/IT section and hard copy to the PPR Department for preservation. Soft copy (MS word) would be preserved on the desktop of concerned course office
04	Preparation and submission of OMNIBUS (Vol. I & II)	CMT	15 working days after completion of the course (for FTC within 20 working days). CC (General) will prepare Vol. I and CC (Program) will prepare Vol. II	All documents related with concerned course (except handouts) including routine will be under Vol. I for PPR. Soft copy would be preserved on the desktop of concerned course office. Handouts (hardcopy) will be in Vol. II for Library documentation
05	Refund unused goods/training materials	CMT	CC (General) will refund unused materials/goods (if any) to the store section within 03 working days after completion of the course	

Sl. No	Description of Work/Task	Responsibility	Time frame	Remarks
06	Arrange Course-End Review Meeting and sending report to the PPR and Evaluation department	CMT	Within 15 working days of completion of the course CMT will hold a meeting with in the CMT members to prepare a report having necessary documents and recommendations	CMT will send the course end report within 20 working days of completion of course to the PPR and Evaluation department for further action
07	Prepare and publish In-house and Guest Speaker's evaluation report	Evaluation Department	Evaluation Department will prepare In-house and Guest Speaker evaluation report and submit it within 07 working days after completion of any training courses	Send to all Faculty Members through group email/e-nothi as pdf file to ensure transparency and accountability
08	Prepare Course End Evaluation Report	Evaluation/PPR department	Evaluation department will prepare a course end evaluation report and arrange a meeting to disseminate it among the FMs within 30 working days chaired by the Rector	As per course end evaluation report and feedback of the meeting PPR will take necessary action(s) to design the next course
09	Course Advisor/ Course Director's Report	Course Advisor/ Course Director	After 07 days of completion of the course	For information of the Rector regarding the completed course
10	Arrange Foreign Exposure Visit for the top ten per cent (10%) trainees of FTC	CMT, Director (PPR), Director (Evaluation) & MOPA	As per plan by the concerned authority	

# Annexure (Pre-Training)

## SOP\_Pre-Training\_Annexure-1:

Distribution of business among CMT members:

- In general, the CMT will meet and decide on the specific role of each member.
- This distribution of role will be based on the expertise and interest of the CMT members.
- There will be one coordinator assigned for preparing daily schedules and another coordinator responsible for general administration including finance, logistics and overall discipline of the course secretariat.
- In the case of the FTC, there will be a section coordinator for each section.
- This will be as per job description of BPATC.

## SOP\_Pre-Training\_Annexure-2:

Holding a preparatory meeting of CMT with representatives from support services.

- The CMT will convene this meeting.
- This meeting will have representation from the following offices:
  - a. Services including logistics, dormitory, cafeteria, store;
  - b. Library including AVR;
  - c. ICT/IT;
  - d. Evaluation;
  - e. Publication;
  - f. Clinic;
  - g. Any other relevant office including BRTC (for driving training).

## SOP\_Pre-Training\_Annexure-3:

Collection & Distribution of training kits/courseware.

- Training kits will include the following:
  - a. Bag;
  - b. Course Guidelines and Course Brochure;
  - c. Note/Writing pad;
  - d. Pen, pencil, sharpener and eraser;

- e. Name badge;
- f. Laptop (refundable);
- g. Tie;
- h. Any other.

## **SOP\_Pre-Training\_Annexure-4:**

Visit and ensure the readiness of CMT office, classroom, auditorium, dormitory, cafeteria, playground, clinic, and other areas related to training.

Following aspects should be checked by the CMT during classroom/auditorium visit:

1. Readiness of audio-visual aid including whiteboard and marker, wireless microphone;
2. Sufficiency of chairs, tables, and sitting arrangement;
3. Internet/Wi-Fi connection;
4. Electricity connection, facility for laptops;
5. Cleanliness of the classroom;
6. Air cooling system;
7. Restroom facility;
8. Lighting facility;
9. Drinking water facility;
10. Tissue box, paper and pencil, flip chart;
11. Visibility of predefined standard classroom norms;
12. Any other.

Following aspects should be checked by the CMT during dormitory visit:

1. Availability of standard furniture;
2. Cleanliness of furniture and washrooms;
3. Bed and linen, blanket, mosquito net, toiletries;
4. Functionality of washrooms;
5. Locker system;
6. Electricity facilities and appliances;
7. Internet/Wi-Fi connection/closed circuit camera;
8. Arrangement of complementary arrival snacks;
9. Appointment of room boys and briefing;



10. Visibility of predefined standard dormitory norms;
11. Any other.

Following aspects should be checked by the CMT during cafeteria visit:

1. Availability of standard furniture and kitchenware;
2. Cleanliness of dining room, kitchen, and washrooms;
3. Use of hygienic materials by kitchen staff;
4. Sufficiency of sitting arrangement;
5. Appointment and briefing of kitchen staff;
6. Visibility of predefined standard dining room norms.

Following aspects should be checked by the CMT during playground visit:

1. Appointment and briefing of sports staff;
2. Readiness of playgrounds, indoor games hall, and swimming pool;
3. Cleanliness of playgrounds, indoor games hall, and swimming pool;
4. Lighting and electric facilities;
5. Readiness of gallery and furniture;
6. Readiness and cleanliness of jogging track;
7. Cleanliness of washrooms;
8. Readiness of physio-therapy facility;
9. Availability and useability of sports instruments;
10. Visibility of predefined standard sports norms;
11. Any other.

Following aspects should be checked by the CMT during clinic visit:

1. Readiness of clinic officials for participants' health check-up;
2. Fixation of dates for health check-up;
3. Cleanliness of the clinic;
4. Availability of basic medicines and equipments;
5. Readiness of emergency service including ambulance;
6. Supply of emergency contact number to participants;
7. Any other.

## SOP\_Pre-Training\_Annexure-5:

Finalizing inauguration programme and sending invitation cards to invitees

### A) For VIPs and others:

1. Selection of the Chief Guest;
2. Organizing a preparatory meeting and distribution of responsibilities;
3. Preparation of venue;
4. Preparation of programme sequence;
5. Preparation of invitee list;
6. Preparation and printing of invitation card;
7. Invitation card distribution;
8. Selecting presenters, orators (where applicable), reciters from holy books.

### B) For VVIP:

1. Selection of VVIP guest;
2. Sending letter to MOPA (2 months ahead);
3. Preparing speeches/talking points;
4. Organizing a preparatory meeting and distribution of responsibilities;
5. Organizing meeting(s) with concerned security agencies;
6. Preparation of venue;
7. Preparation of guest list;
8. Arranging security pass;
9. Arranging vehicle and accommodation;
10. Preparation of programme sequence;
11. Preparation of invitee list;
12. Preparation and printing of invitation card;
13. Invitation card distribution;
14. Arranging food in consultation with VVIP office and civil surgeon;
15. Inviting media;
16. Documentation of the programme (video, photographs)
17. Deploying security personnel and fire fighters;
18. Inviting BTV presenters and reciters from holy books;

19. Preparation of helipads (if necessary);
20. Preparation of cultural programme (if necessary);
21. Preparing all emergency response teams, services, equipment (medical, electricity, telephone, internet, water, gas, fire service, local police station);
22. Collecting certificates from concerned authorities (bridge, culvert, road, electricity, water, fire service, local police station etc.);
23. Preparation of rooms for VVIP and entourage as per requirement of security agency;
24. Readiness of any other programmes (e.g. tree plantation, fish-releasing, laying foundation stone etc.)
25. Arrangement of foods and snacks for guest and security personnel;
26. Ensuring cleanliness and beautification/decoration;
27. Engaging event management team (if necessary);
28. Arrangement of token gifts and flower for VVIP;
29. Preparation of banner and festoon;
30. Selection of participants to offer bouquet;
31. Selection of participants for expressing expectations.

# Annexure (During-Training)

## SOP\_During Training\_Annexure-1:

### Standard Sequence of Events of Inaugural Ceremony Sequencing the programme (specimen):

Time	Programme
00.00	Taking seats by the participants and guests
00.00	Taking seats by the Chief Guest (with special guest/guest of honour if any) and Chairperson
00.00	Recitation from the Holy Books
00.00	Offering floral wreath to Chief Guest (with special guest/guest of honour if any) and Chairperson by the participants
00.00	Welcome Speech by Course Advisor
00.00	Expressing Expectation of the course by participants (Maximum two, one must be female)
	(Written speech edited by course management team)
00.00	Delivering Speech by Special Guest (s) (if any)
00.00	Delivering Speech by Chief Guest & declaring inauguration of the course
00.00	Give a souvenir to the Chief guest
00.00	Speech from the Chair
00.00	Refreshment

### If Hon'ble Prime Minister or Hon'ble President is the Chief Guest, sequence of the programme will be reorganized as: Sequencing the programme (specimen):

Time	Programme
00.00	Delivering Speech by Special Guest (s) (if any)
00.00	Speech from the Chair
00.00	Give a souvenir to the Chief Guest
00.00	Delivering Speech by the Chief Guest (PM/President of the Republic) & declaring inauguration of the course
00.00	Refreshment

## SOP\_ During Training\_Annexure-2:

### Visit to National Mausoleum

- Contact with the concerned person of National Mausoleum
- Ensure transports by communicating AD (Logistics) as well as Deputy Director (Service)
- Arrange a briefing on the norms of visiting National Mausoleum
- Designate vehicle for the participants according to their group
- Ensure readiness of the floral wreath
- Ensure the photographer
- Contact concern personnel of National Mausoleum just after starting the journey
- Exchange greetings with the concerned personnel immediately before departure from National Mausoleum
- Ensure observance of discipline inside National Mausoleum. Arrange the participants in a disciplined manner after getting off the bus
- Pay tribute to the martyrs with the floral wreath
- Observe a minute of silence
- Ensure in time departure from National Mausoleum with all participants
- Departure from National Mausoleum

## SOP\_ During Training\_Annexure-3:

### Arrange Rector's Tea

- Take consent from the Rector about the timing
- Ensure arrangement of venue and menu of Rector's tea
- Prepare invitation card and send it to all concerned
- Arrange meeting with the cafeteria for refreshment
- Calculate the cost
- Arrange refreshment for Rector's tea
- Ensure sound system
- Ensure participants' assembly in the Rector's tea venue
- Confirm attendance of participants and faculty members
- Organize the participants in the venue
- Take the Rector to the venue by the CA and CD

- Take introduction from the participants
- Speech by the Rector
- Announce time for refreshment

## SOP\_ During Training\_Annexure-4:

### Ensure all kinds of discipline (as per Training Evaluation Policy)

#### Standard Conduct and Behaviour for Participants

- The centre expects the participants to behave like mature individuals. The participant does not burn up in anxiety.
- Participant neither resents authority nor does he/she become overbearing when he/she is in a position of power.
- In short, mature persons are balanced people who are an asset to any organization.
- Creativity that improves all human endeavour like a spark will be encouraged so that participants can contribute creatively to all activities and raise the standard of the course.
- A participant/an officer is expected to excel and constantly strive towards setting higher benchmarks.

#### 01. Expectations from the Participants

- **Discipline:** Discipline is the topmost important core value of BPATC. It is non-negotiable. As a civil servant, a strict code of conduct and norms of behaviour bind each of us. It is expected from the participant to follow the code of conduct and demonstrate the highest standard of discipline in the service as well as personal life.
- **Behaviour:** BPATC expects the highest standard of behaviour and decorum befitting for an officer from each of the participant. BPATC expects that participant will be courteous and well-mannered towards each other, with academic staffs and with the faculty members. Participants must ensure that their behaviour towards participants of the opposite gender is beyond criticism.
- **Punctuality:** It is expected that participant will reach the venue or reporting point of any scheduled event (academic or otherwise), ten minutes ahead of time and will be seated in allotted chair at least five minutes before the event.
- **Participation:** A training course is a two-way traffic. What the participant will extract that will depend a good deal on what they put into it. The Course Management Team would like them to participate fully in all the activities that make-up the Course. BPATC would be happy to know of bottlenecks, if any, or where they see a possibility for further improvement. When participants participate in classroom discussions we expect you to be polite and considerate to all others present.
- **Attire:** BPATC expects participant to be appropriately attired for every occasion. The details about what constitutes proper attire is given in another section.

## 02. General Conduct

- The entire range of activities at the Centre, including co-curricular and extra-curricular activities, are integral parts of the course and the participants are required to take an active part in all of them. All activities, behaviours and movements of participants are subjects to daily monitoring as well as evaluation.
- Residing in the campus is compulsory; spouses, friends or relatives of the participants will not be permitted to stay in campus under any circumstances. Violation of this rule will be considered an act of indiscipline and misconduct.
- Participants should not play loud music in their rooms or speak loudly in lounges or the corridors.
- While walking in the corridors, all participants must walk following right track. Walking in corridors in a haphazard way is to be taken as misconduct. Gossiping in corridors or any walk-way or run-way making a ring is strictly prohibited.
- Keeping or consuming alcoholic drinks is not permitted in the campus. Inebriated conduct will invite expulsion from the course and action under Conduct Rules.
- BPATC is declared as smoking free zone; so, smoking is strictly prohibited in the campus.
- Participants are not permitted to keep private vehicles in the BPATC Campus.
- Practicing mutual respect is part of our core values. Showing or attempting any event of disrespect to any fellow-participant, colleague, faculty member, senior-junior employees of the Centre is considered as misconduct.
- Redress of grievances, if any, should be sought within the Centre. Any issue of grievances related to individual or group must be reported to concern course coordinator first. A direct representation to the higher authority, without going through the proper channel will be considered as the violation proper channel.
- Carrying and showing personal firearms (if any) are strictly prohibited in BPATC campus.
- Carrying and using mobile phone other than dormitory area is strictly prohibited.

## 03. Standard behaviour in classroom

- Showing mutual respect is the part of our core values. The participant must practice the norms of mutual respect- respect to others' opinion, respect to any innovative ideas, respect to any disagreement are the part of mutual respect. The participants are advised to stand up and remain stand up at the entry and exit of the resource person to and from the class room.
- Participants will be assigned specific seats in the respective lecture halls/class rooms. Each participant is expected to occupy only the assigned seat before the session commences. Attendance would be taken in accordance with the seating arrangement.
- The Centre encourages freedom of expression and diverse viewpoints. Alert and active participation in class room sessions is encouraged and expected. Politeness in discussions is a hallmark of an officer. You are expected to listen carefully to the views of

others and raise your hand to be called upon by the session-conducting officer, before making any points of your own.

- Punctuality and decorum is to be maintained for all sessions/events academic or non-academic. Participants should enter the classroom and take their allotted seats 05 minutes prior to the time designated for the commencement of the lecture.
- Attendance will be noted according to the seating arrangement. Participants will not be allowed to enter through front door after the doors have been closed. During the session time, participants are directed to use (if there is an obvious reason) back door during the session time. Taking any sorts of food (including chewing gum and chocolate) and drink in class room is strictly prohibited.
- Participants are expected to be attentive and conduct themselves with due regard for the feelings of the lecturer and fellow Officer Trainees.
- Questions addressed to faculty members/guest speakers should be clear, precise and polite. Participant will stand up when asking any questions.
- Participants must remember that guest speaker is invited by the Centre. As such, they are honoured guests; and their dignity should be upheld under any circumstances. Talking or whispering or making side-talks during a lecture not only disturbs the speakers but other participants also.
- Effective listening is an art and essential as a matter of courtesy to the speaker as well as your colleagues. Remember, there is nothing that cannot wait till the end of the class. The posture adopted while sitting in the classroom is extremely important.
- Participant sit with the back upright, without slouching in the chair, either to the front or to the back. One's arms should not be crossed behind one's head while sitting. This is considered extremely impolite and uncivilized.
- While applauding guest speakers, thumping on the table should not be done as this is not becoming of a civil servant. One should clap with hands only.
- When a lecturer leaves classes, participants are expected to remain standing after the lecture concludes till the speaker leaves the class.

No.	Activities/Procedures/Standard	Responsibility
01	Ensure participants presence in class room at least 5 minutes before of the session commencement	For all participants
02	Monitor the participants in the class-room during the session time	CMT
03	Monitor the activities of Manager of the Day (Keeping time, offering 'vote of thanks')	CMT and Manager of the Day



No.	Activities/Procedures/Standard	Responsibility
04	Ask Manager of the Day/Any other participant for offering vote of thanks in English 10 minutes before the class finish.	CMT and Manager of the Day
05	Ensure the submission of the session/speaker evaluation through online at the last session of the day	For all participants
06	Monitor speaker's evaluation on a regular basis	Concerned Evaluation Officer and CC (Prog)

#### 04. Standard Behaviour for Physical Training and Sports Activities

- Participants must wear the specified dress in morning PT and sports session in afternoon.
- Not wearing specified dress is considered as violation of discipline and matter of negative marking; repetition of same behaviour can be treated as misconduct.
- Timely attendance in PT and Sports Session is very important. Late attendance in those sessions is considered as an offence.
- Active participation in PT and sports activities is a part of evaluation. So, maintaining proper dress code, participating actively in game and sports activities, taking all the sports and PT professionally are some important criteria for evaluation.
- Participants must not engage them in unauthorized conversation or side talk while morning PT and walk is going on. They should follow all the instructions of physical instructor attentively and act accordingly.

#### 05. General behaviour

##### Identity Card/Name Badge

- Participants are issued identity card/name badge for the duration of the course they attend. This identity card/name badge has to be carried by the participant at all times within the campus.
- ID cards must be clipped on to shirts, pullovers, jackets or sharees, as the case may be. It is compulsory to display the cards during working hours, in classes, in the mess, on all formal occasions in the Centre.

##### Leave and Absence

- All course activities, including classes, PT, sports, attachment, study tour and extra-curricular activities are made compulsory for all participants and all of those activities constitute official duty for the participating officers. No participant shall absent himself/herself from any of these activities.

- Course activities have been designed in a seamless manner in which they merge into each other. Therefore, it would not be possible to grant any leave during the course. In case of very serious and exceptional reasons, application for leave entertained under provisions of the Evaluation Policy of BPATC.
- Participants are required to stay in Campus during the entire duration of the Course. No Officer Trainee shall leave even the municipal limits of Savar without obtaining prior written permission from the course authorities, even on holidays or weekends.

### **Penalties**

- We are confident of full participation by the trainees in all activities of the course. Any absence without explicit permission would be treated as 'unauthorized absence from official duty' and will be dealt with as per rules. The range of penalties (which may be imposed), may be either in the form of negative marking, as prescribed, or under the Rules relating to Conduct and Discipline under the provisions of Evaluation Policy, BPATC or both. We sincerely hope that no occasion would arise, which would compel us to resort to such drastic measures.
- At any point of time during the course, if any trainee indulges in any act of misconduct or indiscipline, the course authorities may release him/her from the course without serving any notice and in case of such event a report to the controlling Ministry will be sent to that effect.

### **Informal Meetings with Faculty**

- The participants are not allowed, in general, to meet any faculty member in their office rooms or residences.
- If it is obvious to meet any faculty member, the participant must request him through Course Management Team and CMT will arrange the meeting in course office. Kindly be punctual on such engagements. In the event of your not being able to keep up the engagement, concerned participant must express regrets to the faculty member. Not turning up on a fixed engagement without any intimation to the host would be construed as an act of indiscipline.

### **Behaviour during Guest Lectures**

- Participants must ensure that the participants never leave the class till the guest speaker leaves. Courtesy demands that the participant rises from his chairs at the end of the session and wait till the Guest Speaker leaves the room.
- While the centre encourage the Participants to ask questions to the Guest Speakers, the Participant should be careful in framing her/his questions and be polite and dignified in interaction. Participants should remember that they are the guests of the Centre and have to be given due respect and regard. They also have the highest expectations from you.

## Conduct in Dormitory

- Without any exceptional case, all participants must not enter into the dormitory after 10:30 pm. Staying outside of the dormitory after 10:30 pm is to be considered as an indisciplinary event.
- Participants must wear decent and gentleman dress while they are in dormitory. Wearing shorts, longi, short hosieries is not allowed in dormitory.
- Participants are expected to behave decently in the dormitories at all times. Shouting, loud music, noisy parties/revelry must be avoided as it is a source of inconvenience and nuisance to others. Keeping or consuming alcohol or alcoholic drinks or narcotics in the hostels is prohibited.
- Participants may kindly note that in the interests of conservation of electricity, they are expected to switch off all the electrical appliances and lights, whenever they leave the room. Violation of this norm will attract a fine.
- Water is a scarce resource. Participants are expected to ensure that taps are properly closed, whenever they leave the room. Violation of this norm will attract a fine as well.
- Apart from penalties mentioned above, any damages to government property resulting from negligence will be recovered from your salary.
- Other than the specified behaviour mentioned above, BPATC has formulated an exhaustive list of "Do's and Don'ts" to be followed strictly by the participants.

## Dress Code for the Participants

### Ceremonial Attire

Black or White Suit/Sherwani with formal Shoes (Oxfords/Brogues) for Gentlemen.

Shari (preferably in sober colours) with formal Shoes/Sandals for Ladies.

### Formal Attire

Black or White Suit/2 or 3 piece Lounge Suit (preferably in dark colours) with Necktie/cravat and formal Shoes for Gentlemen. Shari or Salwar Kameez or Churidar Kurta or Western Business Suit with Shoes/Sandals for Ladies.

### Informal Attire

Full Sleeve Shirt and Trousers with Necktie (summer) and Jacket and Trousers with Necktie (winter) with Shoes (other than casuals) for Gentlemen.

### Casual Attire

Open Collar Shirt with Trousers (not jeans) and Shoes (other than sports shoes/sneakers) for Gentlemen. Salwar Kameez or Churidar Kurta or Shirt and Trousers with footwear (other than chappals/ slip-ons/sneakers) for Ladies.

## SOP\_ During Training\_Annexure: 5

- **Arrange formal briefing**

1. Arrange meeting with CMT members
2. Identify the briefing point (e.g. norms of the course, evaluation process)
3. Prepare the presentation by one CMT member
4. Inform the participant about briefing on the first day

## SOP\_ During Training\_Annexure: 6

- **Form different committees**

1. Allocate time in the class schedule
2. Identify the participants who have experience on food management, organizing cultural activities, sports activities to select the president of the committee
3. Listen to their experience by CMT members in the session
4. Select the President of the committee based on their organizing capacity
5. Select other members of the committees considering the ratio of cadre and gender representation

## SOP\_ During Training\_Annexure: 7

- **Ensure and monitor the activities of the different committees**

1. Arrange meeting among the committee members
2. Select programme schedule
3. Identify required cost for each program
4. Prepare minutes of the meeting
5. Disseminate the meeting minutes
6. One CMT member will supervise and make liaison about funding

## SOP\_ During Training\_Annexure: 8

- **Consult and confirm the Speaker about session allocation**

1. Select the module that will be initiated by CC (Prog)
2. Consult the module director
3. Consult the speakers according to the sequence of the module topic
4. Confirm about session allocation

## SOP\_ During Training\_Annexure: 9

- **Prepare and Distribute daily schedule**

1. Prepare the daily schedule by consulting the speakers
2. Prepare the schedule through ERP
3. Upload the daily schedule

## SOP\_ During Training\_Annexure: 10

- **Invite Guest Speaker through a specified invitation letter**

1. Prepare an invitation letter
2. Mention the topic, date and time
3. Mention the training method
4. Medium of instruction

## SOP\_ During Training\_Annexure: 11

- **Receive Guest Speaker and introduce him/her before the participant**

1. Reconfirm the speaker and transport facility before one day of the session
2. Arrange snacks for guest speaker
3. Prepare a short CV of the speaker (maximum 02 minutes)
4. Receive the speaker by concerned CMT member
5. Take the guest speaker to the class
6. Introduce the speaker

## SOP\_ During Training\_Annexure: 12

- **Arrange Visits (In country) and Field attachment**

For In-country visit

1. Select the place/organization for visit
2. Communicate with the local administration
3. Confirm the visit program
4. Prepare the corresponding letter
5. Send the corresponding letter

6. Arrange the fund (if required)
7. Identify the task of the visit
8. Prepare the group among the participants
9. Arrange the transport

## **SOP\_ During Training\_Annexure: 13**

- **Organize Mess night (wherever applicable)**

1. Set the program (cultural) for the mess night
2. Invite the concerned faculty/guests
3. Set the menu for dinner
4. Calculate the cost
5. Arrange the fund from the course
6. Communicate with cafeteria

## **SOP\_ During Training\_Annexure: 14**

- **Arrange Foreign Exposure Visit (For ACAD, SSC, & PPMC)**

1. Collect the Government order from the concerned authority
2. Designate the participants according to their group
3. Arrange briefing on report writing
4. Arrange briefing about the norms of foreign exposure visit

## **SOP\_ During Training\_Annexure: 15**

- **Arrange Sports Closing**

1. Arrange meeting with sports committee by the concerned CC
2. Take consent from the Rector for arranging sports closing
3. Set the program of sports closing
4. Calculate the cost
5. Arrange the events

## SOP\_ During Training\_Annexure: 16

- **Standard Sequence of Events of Closing Ceremony**

### Sequencing the programme (specimen):

Time	Programme
00.00	Taking seats by the participants and guests
00.00	Taking seats by the Chief Guest (with special guest/guest of honour if any) and Chairperson
00.00	Recitation from the Holy Books
00.00	Offering floral wreath to Chief Guest (with special guest/guest of honour if any) and Chairperson by the participants
00.00	Welcome Speech by Course Advisor
00.00	Expressing Feedback of the course by participants (Maximum two, one must be female)

### (Written speech edited by course management team)

00.00	Declare the result of training course by Director (Evaluation)
00.00	Distribute the certificates and Medals
00.00	Delegation of responsibilities (for FTC only)
00.00	Oath taking by the participants (for FTC only)
00.00	Delivering Speech by Special Guest (s) (if any)
00.00	Delivering Speech by Chief Guest
00.00	Give a souvenir to the Chief guest
00.00	Speech from the Chair
00.00	Refreshment

**If Hon'ble President or Hon'ble PM is the Chief Guest sequence of the programme will be reorganized as**

### Sequencing the programme (specimen):

Time	Programme
00.00	Declare the result of training course by Director (Evaluation)
00.00	Distribute the certificates and Medals
00.00	Delegation of responsibilities (for FTC only)
00.00	Oath taking by the participants (for FTC only)

- 00.00 Delivering Speech by Special Guest (s) (if any)
- 00.00 Speech from the Chair
- 00.00 Give a souvenir to the Chief guest
- 00.00 Delivering Speech by the Chief Guest (PM/President of the Republic) & declaring closure of the course
- 00.00 Refreshment



# BPATC

**Bangladesh Public Administration Training Centre**  
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