



NATIONAL SKILLS QUALIFICATION

LEVEL 5

TITLE: E-COMMERCE DEVELOPMENT

YEAR: 2024

NATIONAL SKILLS QUALIFICATION

E-COMMERCE DEVELOPMENT

GENERAL INFORMATION

QUALIFICATION PURPOSE

This qualification is to equip learners with skills and knowledge in developing, managing, and optimizing e-commerce platforms using PHP and Content Management System (CMS)

QUALIFICATION OBJECTIVES

The learner should be able to: -

- i. Apply the fundamentals of e-commerce systems
- ii. Master PHP Techniques for E-Commerce Development
- iii. Develop Skills in Content Management Systems (CMS) for E-Commerce
- iv. Manage E-Commerce Databases
- v. Ensure E-Commerce Platforms Meet Security Requirements
- vi. Apply Privacy Rights, User Consent, and Data Handling Practices
- vii. Apply Data-Driven Marketing Strategies
- viii. Build Multi-Channel and Mobile Commerce Platforms

Mandatory Units

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
UNIT 01	ICT/ECD/001/L5	Occupational Health and Safety	2	20	LEVEL 5
UNIT 02	ICT/ECD/002/L5	Communication and Interpersonal Skills	2	20	LEVEL 5
UNIT 03	ICT/ECD/003/L5	Team Work	2	20	LEVEL 5
UNIT 04	ICT/ECD/004/L5	Advanced E-Commerce using PHP	4	40	LEVEL 5
UNIT 05	ICT/ECD/005/L5	Advance E-Commerce using Content Management System	4	40	LEVEL 5
UNIT 06	ICT/ECD/006/L5	Database Management	4	40	LEVEL 5
UNIT 07	ICT/ECD/007/L5	E-Commerce Analytics and Data-Driven Marketing	4	40	LEVEL 5
UNIT 08	ICT/ECD/008/L5	E-Commerce Security	3	30	LEVEL 5
UNIT 09	ICT/ECD/009/L5	Data Privacy and User Protection	3	30	LEVEL 5
UNIT 10	ICT/ECD/010/L5	E-Commerce Best Practices	3	30	LEVEL 5
UNIT 11	ICT/ECD/011/L5	Multi-Channel and Mobile Commerce	3	30	LEVEL 5
TOTAL			34	340	

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Unit 01: OCCUPATIONAL HEALTH AND SAFETY

Unit Reference Number: ICT/ECD/001/L5

NSQ Level: 5

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit specifies the competencies required to demonstrate understanding of safe work practices, it involves learning about workplace safety correct use of signs and symbols, Identifying and reducing risks of hazards in the work environment*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Professional Discussion (PD)
4. Reflect Journal (RJ)

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Unit 02: COMMUNICATION AND INTERPERSONAL SKILLS

Unit Reference Number: ICT/ECD/002/L5

NSQ Level: 5

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit specifies the competencies required to demonstrate good communication and interpersonal skills. It involves the ability to read and understand documented instructions and the ability to know how to communicate respectfully when in a bad mood or under pressure.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Professional Discussion (PD)
4. Reflect Journal (RJ)

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UNIT 02: COMMUNICATION AND INTERPERSONAL SKILL

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Know of the importance of good communication	1.1	State reasons why good communication is important								
	1.2	List ways to communicate effectively								
	1.3	Exhibit patience and a mild demeanor while communicating with colleagues, managers and clients								
	1.4	Demonstrate how to speak in a respectful manner								
	1.5	Use respectful body language even when in a bad mood or while under pressure								
LO 2: Demonstrate ability to follow documented instructions	2.1	Read and accurately follow steps in a web framework/plugins installation manual								
	2.2	Find specific Class definitions and Method descriptions in the programming language reference document.								
	2.3	Find feature descriptions in the plugin framework documentation, while using a plugins/framework,								

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UNIT 03: TEAMWORK

Unit Reference Number: ICT/ECD/003/L5

NSQ Level: 5

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose:

This unit aims to equip the learner with necessary skills, knowledge and understanding required to develop team spirit and positive working relationship with colleagues.

Unit Assessment requirement

Assessment of this unit must be at a real practical work environment; simulation is not allowed unless where indicated.

Unit assessment requirements/evidence requirements

1. Observation
2. Work Product
3. Professional Discussion
4. Question and Answer

Unit 03: Teamwork

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type				Evidence Ref. Page No.			
The learner will:		The learner can:								
LO 1 Positive working relationship with colleagues	1.1	Identify the need for developing positive working relationship with colleagues								
	1.2	Recognize the importance of relating with other people in a way that makes them feel valued and respected								
	1.3	Assist team members when required.								
	1.4	Report to the appropriate personnel when request for assistance fall outside area of responsibility.								
	1.5	Communicate information to colleagues about individual work that may affect team work.								
LO 2 Take responsibility within the team	2.1	Recognize own role and responsibilities within a team								
	2.2	Perform individual tasks in line with the team's rules and regulations.								
	2.3	Participate effectively in teamwork.								
LO.3 Compliance with policy of organization	3.1	Explain organizational code of conduct								
	3.2	Work in line with organizational standard								
	3.3	Use organizational code of practice								
	3.4	Adhere strictly to instructions given by the Management								

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**UNIT 04: ADVANCED E-COMMERCE DEVELOPMENT USING
PHP**

Unit Reference Number: ICT/ECD/004/L5

NSQ Level: 5

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learners with skills and knowledge in PHP techniques such as building scalable e-commerce platforms, API integration, and advanced security protocols.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 04: ADVANCED E-COMMERCE DEVELOPMENT USING PHP

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
LO 1: Develop complex database-driven applications using PHP and MySQL	1.1	Design normalized, scalable database schemas to handle large product catalogs.		
	1.2	Develop complex queries to manage customer orders, inventory, and payments.		
	1.3	Integrate relational databases with PHP to facilitate seamless data retrieval.		
	1.4	Implement indexing and caching techniques to improve database performance.		
LO 2: Integrate third-party APIs for payment processing, shipping, and inventory management	2.1	Implement payment gateway APIs such as PayPal, Stripe, Paystack, Flutter, etc.		
	2.2	Integrate shipping services to calculate real-time rates and track orders.		
	2.3	Synchronize external inventory management systems with the e-commerce platform.		
	2.4	Handle API errors and exceptions to ensure reliable data exchange.		
LO 3: Implement advanced security measures to protect e-commerce platforms	3.1	Use encryption to secure sensitive customer information like payment data.		
	3.2	Develop secure login and authentication systems to prevent unauthorized access.		
	3.3	Implement secure session management to prevent session hijacking and XSS attacks.		
	3.4	Apply input sanitization and SQL injection protection to safeguard the platform.		

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**UNIT 05: ADVANCED E-COMMERCE DEVELOPMENT USING
CONTENT MANAGEMENT SYSTEM (CMS)**

Unit Reference Number: ICT/ECD/005/L5

NSQ Level: 5

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learners with skills and knowledge on customizing Content Management System (CMS) and WooCommerce to build highly optimized and scalable e-commerce platforms.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 05: ADVANCED E-COMMERCE DEVELOPMENT USING CONTENT MANAGEMENT SYSTEM (CMS)

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
LO 1: Develop custom Content Management System plugins for e-commerce functionality	1.1	Write custom WooCommerce plugins to extend the functionality of online stores.		
	1.2	Use CMS hooks, filters, and short codes to modify plugin behaviour.		
	1.3	Ensure compatibility with existing CMS and WooCommerce core updates.		
	1.4	Test and debug plugins for security, performance, and functionality issues.		
LO 2: Customize Content Management System themes for enhanced e-commerce user experience	2.1	Modify theme files to match brand identity and create a consistent user interface.		
	2.2	Use responsive design techniques to ensure compatibility across all devices.		
	2.3	Integrate custom product display features, such as product sliders and grids.		
	2.4	Optimize themes for SEO, fast loading times, and usability.		
LO 3: Scale Content Management System e-commerce sites for high traffic and large product catalogs	3.1	Implement caching solutions like WP Super Cache and W3 Total Cache to speed up sites		
	3.2	Set up Content Delivery Networks (CDNs) to improve performance for global users.		
	3.3	Optimize MySQL databases for fast data retrieval in high-traffic environments.		
	3.4	Monitor server performance and optimize hosting environments to manage large product volumes.		

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UNIT 06: DATABASE MANAGEMENT

Unit Reference Number: ICT/ECD/006/L5

NSQ Level: 5

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learner with skills and knowledge in designing, managing, and optimizing databases to support e-commerce platforms.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

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**UNIT 07: E-COMMERCE ANALYTICS AND DATA-DRIVEN
MARKETING**

Unit Reference Number: ICT/ECD/007/L5

NSQ Level: 5

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learners with skills and knowledge to use data to drive marketing strategies and enhance customer engagement, using tools like Google Analytics to optimize website performance.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 07: E-COMMERCE ANALYTICS AND DATA-DRIVEN MARKETING

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
LO 1: Analyze e-commerce data to understand consumer behaviour	1.1	Collect and organize data from various sources (e.g., Google Analytics, CRM systems) to understand key user interactions		
	1.2	Perform customer segmentation based on purchasing history, demographics, and website behaviour		
	1.3	Use data visualization tools to identify patterns and trends in consumer purchasing behaviour.		
	1.4	Analyse bounce rates, cart abandonment rates, and time spent on product pages to understand customer decision-making.		
LO 2: Optimize conversion rates based on data insights.	2.1	Identify bottlenecks in the checkout process by analyzing funnel drop-off points		
	2.2	A/B test different versions of landing pages, product pages, and calls-to-action (CTAs) to improve user engagement		
	2.3	Implement dynamic pricing strategies or personalized recommendations based on data insights		
	2.4	Monitor key performance indicators (KPIs) such as conversion rate, average order value, and customer lifetime value to measure optimization efforts		
LO 3: Implement data-driven marketing campaigns for e-commerce growth.	3.1	Analyse customer data to create targeted email marketing campaigns for specific consumer segments		
	3.2	Use website traffic and purchase history data to implement retargeting campaigns via Google Ads, Facebook, and other platforms		
	3.3	Create personalized marketing content (e.g., product recommendations) based on customer browsing and purchase data.		

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UNIT 08: E-COMMERCE SECURITY

Unit Reference Number: ICT/ECD/008/L5

NSQ Level: 5

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: *This unit aims to equip learners with skills and knowledge on how to protect e-commerce platforms from cyber threats by implementing strong security measures.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
		Set up firewalls to block unauthorized traffic and mitigate Distributed Denial-of-Service (DDoS) attacks.									
		Develop an incident response plan to effectively address and mitigate data breaches or cyber-attacks.									

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UNIT 09: DATA PRIVACY AND USER PROTECTION

Unit Reference Number: ICT/ECD/009/L5

NSQ Level: 5

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: *This unit aims to equip learners with the skills required to protect user data in e-commerce platforms, ensuring compliance with data privacy regulations such as GDPR, CCPA, and other global standards.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 09: DATA PRIVACY AND USER PROTECTION

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Understand Data Privacy Regulations (GDPR, CCPA, etc.)	1.1	Identify key regulations and requirements of GDPR, CCPA, and other relevant data protection laws.								
	1.2	Implement data processing activities that ensure compliance with the consent, right to access, and data deletion requests.								
	1.3	Maintain an updated data protection policy that clearly outlines how customer data is collected, processed, and protected.								
	1.4	Conduct data protection impact assessments (DPIAs) to ensure data processing activities align with legal requirements and do not infringe on user privacy.								
LO 2: Implement Secure Data Storage and Management Techniques	2.1	Use encryption methods (e.g., AES, RSA) to securely store sensitive user data such as payment information, addresses, and personal identifiers.								
	2.2	Implement secure access controls, ensuring only authorized personnel have access to customer data.								
	2.3	Regularly audit and monitor database logs to detect and prevent unauthorized access or data breaches.								
	2.4	Develop secure data backup and disaster recovery plans to protect data integrity in case of hardware or software failures.								
LO 3: Ensure Data Security during Transactions	3.1	Use Secure Sockets Layer (SSL) certificates to encrypt data during transmission between customers and the e-commerce platform.								
	3.2	Implement tokenization for payment card data, replacing sensitive information with unique tokens that can be securely stored.								
	3.3	Regularly update security protocols, such as Transport Layer Security (TLS), to protect against man-in-the-middle attacks and data interception.								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
	3.4	Conduct regular penetration testing to identify vulnerabilities in transaction security and fix potential risks.		
LO 4: Create User-Friendly Data Privacy Controls		Develop a user-friendly privacy dashboard where customers can manage their data consent preferences and access their data.		
		Provide clear and transparent information about data collection, use, and storage, making it easy for customers to understand their rights.		
		Implement easy-to-use mechanisms for customers to request data deletion, data correction, or download their personal information.		
		Track and record customer consent for data processing activities, ensuring compliance with legal obligations and facilitating accountability.		

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UNIT 10: E-COMMERCE BEST PRACTICES

Unit Reference Number: ICT/ECD/010/L5

NSQ Level: 5

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: *This unit aims to equip learners with skills and knowledge on ensuring that e-commerce platforms comply with various legal regulations and industry standards.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 10: E-COMMERCE BEST PRACTICES

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Ensure Compliance with GDPR, CCPA, and Other Data Privacy Regulations	1.1	Implement clear user consent mechanisms for data collection, processing, and sharing in compliance with GDPR and CCPA.								
	1.2	Develop privacy policies that are compliant with regional and international data privacy laws.								
	1.3	Ensure that users have the ability to access, modify, and delete their personal data as per regulatory requirements.								
	1.4	Regularly audit data handling processes to ensure ongoing compliance with legal requirements.								
LO 2: Ensure Compliance with Payment Industry Standards (PCI DSS)	2.1	Use PCI-compliant payment gateways and tokenization methods to secure credit card transactions.								
	2.2	Implement encryption for all cardholder data to ensure secure transactions.								
	2.3	Conduct regular vulnerability scans and penetration tests to maintain PCI DSS compliance.								
	2.4	Ensure that sensitive data such as card numbers are not stored unless absolutely necessary and, if stored, are encrypted.								
LO 3: Ensure Compliance with Regional E-Commerce Regulations	3.1	Implement VAT, sales tax, and other legal requirements based on the region of operation.								
	3.2	Ensure compliance with export control laws when conducting cross-border e-commerce transactions.								
	3.3	Adhere to region-specific consumer protection laws, ensuring transparent product descriptions and terms of service.								
	3.4	Regularly review and update terms and conditions, refund policies, and dispute resolution mechanisms to ensure they meet regional legal standards.								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
LO 4: Maintain Accurate Records and Documentation for Compliance Audits	4.1	Keep detailed logs of all transactions, including payment processing, user interactions, and order fulfilment.		
	4.2	Maintain proper documentation of all security measures and compliance activities for audits.		
	4.3	Ensure that data protection impact assessments (DPIAs) are regularly updated and archived.		
	4.4	Implement version control for legal documents, contracts, and terms of service to track changes and ensure auditability.		

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UNIT 11: MULTI-CHANNEL AND MOBILE COMMERCE

Unit Reference Number: ICT/ECD/011/L5

NSQ Level: 4

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: *This unit aims to equip learners with skills and knowledge on selling products across multiple channels (social media, mobile apps, and marketplaces) and optimizing mobile commerce.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

(This depends on the Trade Areas to be assessed)

UNIT 11: MULTI-CHANNEL AND MOBILE COMMERCE

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Implement a multi-channel e-commerce strategy	1.1	Identify suitable sales channels for a business based on target audience and product type.								
	1.2	Develop an e-commerce strategy for multiple platforms, including websites, marketplaces, and social media.								
	1.3	Configure platform-specific tools such as product listings, payment options, and shipping settings.								
	1.4	Evaluate the performance of sales channels using analytics to improve sales and engagement.								
LO 2: Develop user-centric designs for mobile e-commerce platforms	2.1	Create mobile-friendly layouts that ensure seamless user experiences across devices.								
	2.2	Optimize e-commerce features, including search, navigation, and checkout, for mobile users.								
	2.3	Implement mobile-specific functionalities like push notifications and mobile payments.								
	2.4	Conduct usability testing to identify issues that hinder mobile user satisfaction.								
LO 3: Integrate and manage inventory and customer data across multiple sales channels	3.1	Implement an inventory management system to synchronize stock levels across all sales channels.								
	3.2	Set up a centralized system to track and manage customer data across platforms.								
	3.3	Automate workflows to update order statuses and manage returns from various channels.								
	3.4	Ensure compliance with regulations when managing customer and inventory data.								

PARTICIPANT FOR CRITIQUE WORKSHOP

S/N	Full Name	Organization	Address	Email	Telephone
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