

NIELIT Extension Centre Chuchuyimlang Syllabus

Course: ITES-BPO training

MODULE-1 SOFT SKILLS (50 HRS)

MODULE-2 : ENGLISH SKILLS (90 HRS)

MODULE-3 : IT- SKILLS (DOEACC 'CCC') (80 HRS)

**MODULE-4: ENTREPRENEURSHIP & SMALL BUSINESS DEVELOPMENT
(ED MODULE) (35 HRS)**

MODULE-1 SOFT SKILLS (50 HRS)

UNIT 1 COMMUNICATION SKILLS

UNIT 2 CALL HANDLING SKILLS

UNIT 3 CORPORATE CULTURE

UNIT 4 CRM -THE MANAGEMENT MODEL

UNIT 5 ACHIEVING EXCELLENT CUSTOMER SERVICE THROUGH CRM

UNIT 6 SELLING SKILLS

UNIT 7 TIME MANAGEMENT

UNIT 8 STRESS MANAGEMENT

MODULE-2 : ENGLISH SKILLS (90 HRS)

UNIT 1 HOW TO LEARN ENGLISH

UNIT 2 LISTENING

UNIT 3 PRONUNCIATION

UNIT 4 VOCABULARY

UNIT 5 SPEAKING

UNIT 6 BUSINESS ENGLISH

UNIT 7 NON-VERBAL COMMUNICATION

MODULE-3 : IT- SKILLS (DOEACC 'CCC') (80 HRS)

UNIT 1 INTRODUCTION TO ITES/ CALL CENTRE

UNIT 2 INTRODUCTION TO COMPUTER FUNDAMENTALS

UNIT 3 INTRODUCTION TO INTERNET

UNIT 4 OFFICE AUTOMATION TOOLS : MS OFFICE

4 (A) MICROSOFT EXCEL

4 (B) MICROSOFT POWER POINT

4 (C) MICROSOFT WORD

**MODULE-4: ENTREPRENEURSHIP & SMALL BUSINESS DEVELOPMENT
(ED MODULE) (35 HRS)**

UNIT 1. Principles of Management: (04 hrs)

Basics of Management, Planning, Organizing, staffing, directing and Controlling.

UNIT 2. Management of Computerised Accounts: (20 Hrs)

a. Accounting basics, Operating Bank Accounts

- a.1 Transaction, Journal Entry, Cash Book, Ledger Book, Trial Balance
- a.2 Profit and loss statement, Balance Sheet
- a.3 Accounting Principles - Concepts and Conventions
- a.4 Double Entry System
- a.5 Rules of Accounting
- a.6 Mode of Accounting
- a.7 Financial Statements
- a.8 Manual Accounting
- a.9 Bank Reconciliation Statement

b. Tally Fundamentals

- b.1 Introduction to Tally
- b.2 Features of Tally
- b.3 Getting Functional with Tally

c. Processing Transactions in Tally

- c.1 Ledgers and Groups
- c.2 Accounting Vouchers
- c.3 Contra Voucher
- c.4 Payment Voucher
- c.5 Receipt Voucher
- c.6 Journal Voucher
- c.7 Sales Invoice
- c.8 Duties and Taxes
- c.9 Recording Transaction of Sample Data

d. Generating and Printing of Accounting Reports/MIS

- d.1 Financial Reports in Tally
- d.2 Balance Sheet
- d.3 Profit and Loss Account
- d.4 Account Books
- d.5 Group Summary
- d.6 Group Vouchers
- d.7 Generation of Reports.

UNIT 3. Entrepreneurship Development (06 hrs)

Need and objectives, entrepreneurial career planning, object implementation, role of support agencies, incentives, scope and health measures, business development, project report preparation, technical enterprises management, management effective customer services market survey.

UNIT 4. Marketing Skills (05 hrs)

What is selling, pre-sales, the principles of consultative sales, sales call preparation, need assessment, from greeting to product presentation, handling customer concerns buying signals & closing.