

## Certificate Course in ITeS & Communicative English (Certified Call Centre cum Front Desk Executive)

### Preamble:

The requirement of knowledge based skilled manpower in the field of ITeS industry is increasing manifold as India is emerging premier outsourcing destination in the world. Therefore, outsourcing has become an important method of delivery of certain services. The Indian ITeS industry is faced with low level of front-line management expertise – the most critical one of the challenges in managing and sustaining the ITeS operation. Therefore, the country needs to ensure front-line management development. The identified skills are IT skills, Soft skills and English skills apart from the subject domain knowledge.

### Objective:

This course is designed so that candidates acquire basic knowledge of working with computers and of computer applications, communication skills in English, and elementary skills in niche areas of subject domain i.e. Banking. After completion of this course, the participants will be industry relevant and rightly skilled

- To be competent in communication skills and also to realize one's capabilities.
- To master the fundamentals of writing, speaking and listening traits, this will enable the students to communicate effectively on an interpersonal level.
- To give the concept and the essential elements of communication in order to bring about a transformation in the individual's professional world.
- To instil positive attitude, motivation and leadership qualities in the students.
- To develop ability to communicate clearly and correctly in English, on matters having relevance to-day-to-day business/social operations.
- To be proficient in basic computer concepts

### Expected Job Roles:

- Cabin crew
- Front Desk
- Call Centre Executives
- Sales domain

### Duration:

**200 Hours - (Theory: 82 hrs + Practical: 118 hrs.)**

### Course Outline:

| Sl. No | Module Title   | Duration (Hours) |     |       |
|--------|----------------|------------------|-----|-------|
|        |                | Theory           | Lab | Total |
| 1      | Soft Skills    | 30               | 30  | 60    |
| 2      | English Skills | 30               | 30  | 60    |

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|   |                         |           |            |            |
|---|-------------------------|-----------|------------|------------|
| 3 | IT Skills(CCC Syllabus) | 32        | 48         | 80         |
|   | <b>Total Duration</b>   | <b>92</b> | <b>108</b> | <b>200</b> |
|   | <b>Total Credits</b>    | <b>6</b>  | <b>4</b>   | <b>10</b>  |

### Prerequisites:

-

### Eligibility:

12th passed and above

### Detailed Syllabus and Learning Outcome:

| S<br>N<br>o | Module Title                  | Topics   | Duration (Hours) |      | Learning Outcome   |
|-------------|-------------------------------|--|------------------|------|--|
|             |                               |  | Theory           | Lab  |  |
| 1           | <b>Module 1 – Soft Skills</b> | <b>Communication skills</b><br>1.1. Importance of communication<br>1.2. Types of communication<br>1.3. Barriers of Communication<br>1.4. Activity and Evaluation<br>1.5. Effective listening<br>1.6. Verbal communication<br>1.7. Telephonic communication<br>1.8. Verbal and non-verbal communication<br>1.9. Positive language to effectively communicate<br>1.10 Telephone handling techniques<br>1.11 listening tips<br>1.12 Conduction of role plays. | 10.5             | 10.5 | After completion of this module, the candidate will be able to : <ul style="list-style-type: none"> <li>• Communicate intelligently and effectively.</li> <li>• Awareness on professional code of conduct.</li> <li>• Speaking and listening traits enabling the trainees to communicate effectively on an interpersonal level.</li> <li>• Time management helps the trainees to have a review time in professional and personal realm.</li> </ul> |
|             |                               | <b>Etiquette</b><br>2.1 Importance of etiquette<br>2.2 Professional etiquette<br>2.3 Social etiquette  | 2.5              | 2.5  | Professional etiquette awareness propels the student to behave ethically and professionally.   |
|             |                               | <b>Corporate Culture</b><br>3.1 Professional ethics  | 8                | 8    | Trainees can effectively implement the planning  |

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|  |   |           |           |   |
|--|---|-----------|-----------|---|
|  | 3.2 Mutual respect<br>3.3 Team-work<br>3.4 Time management<br>3.5 Stress management<br>3.6 Campus to Corporate<br>3.7 Planning and Management<br>3.8 Benefits of Planning<br>3.9 The Planning cycle<br>3.10 Evaluation and action learning activity |           |           | <p>cycle and management technique to have smarter goals and meeting deadlines.</p> <p>Time management provides the trainees with the skills to reduce time wastage, monitor the progress of any research project. Allocate the appropriate amount of time to a particular task.</p> <p>Efficiently and effectively plan each day and each week.</p> <p>The course will enable the candidates to work smarter and save their time by implementing the planning cycle helping them to lower stress, greater well-being and higher poise</p> |
|  | <b>Interview Skills</b><br>4.1 Interview dress code<br>4.2 Controlling nerves, positive visualization<br>4.3 Creating an impression<br>4.4 Selling yourself at the interview<br>4.5 Mock interview  | 4         | 4         | <p>Interview Skills training helps the candidate to be fully conversant with the process and format of interview. Helps the candidate to have a confident approach and eliminate nervousness.</p>   |
|  | <b>Public speaking/presentation skills:</b><br>5.1 Preparation<br>5.1 Researching the target audience<br>5.3 Positive non-verbal communication<br>5.4 Tackling questions effectively<br>5.5 Mock presentation<br>5.6 Mock Debating competition      | 5         | 5         | <p>The candidates will be able to speak confidently whilst delivering public speech or public speaking. The course will enable the candidates to organize their thoughts logically and helps them tailor the message as per the needs of the audience</p>   |
|  | <b>Total Hours Module 1 = 60</b>  | <b>30</b> | <b>30</b> |   |

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|          |   |  |     |           |   |
|----------|---|--|-----|-----------|---|
| <b>2</b> | <b>Module 2 – English Skills</b>          | <b>Phonetics</b><br>6.1 Vowel sounds<br>6.2 Consonant sounds<br>6.3 Syllable stress<br>6.4 Sentence stress<br>6.5 MTI Mother Tongue Interference.  | 7.5 | 7.5       | <ul style="list-style-type: none"> <li>• This course will enable the candidates to speak and write intelligently.</li> <li>• Candidates will be well-versed and familiar with professional correspondence.</li> <li>• Will have a broad spectrum of kinds of professional letters, reports, proposal writing etc....</li> <li>• Help the candidates to speak clear and fluent English, eliminating MTI influence, hence makes the candidate flexible to work in any industry.</li> <li>• Developed impressive speaking and writing skills which helps and guide them thought interview process, GDS or Presentations</li> </ul> <p>Prepares the candidates to tackle questions effectively during GDS or Presentations by preparing the candidates to research the target audience and maintaining positive non-verbal communication.</p> |
|          |   | <b>Vocabulary</b><br>7.1 Idioms<br>7.2 synonyms<br>7.3 Homonyms  | 2.5 | 2.5       |   |
|          |   | <b>Grammar</b><br>8.1 Tense<br>8.2 Modals<br>8.3 Articles<br>8.4 Subject-verb agreement<br>8.5 Participle<br>8.6 Common errors   | 7.5 | 7.5       |   |
|          |   | 9.0 Essay writing  | 1   | 1         |   |
|          |   | 10.0 Group discussion skills   | 1.5 | 1.5       |   |
|          |   | <b>Professional correspondence</b><br>11.1 Report writing<br>11.2 CV writing<br>11.3 Business letters for general purposes<br>11.4 Job applications-solicited/unsolicited<br>11.5 Proposal writing<br>11.6 Notice<br>11.7 Circulars<br>11.8 Quotations | 10  | 10        |   |
|          |   | <b>Total Hours Module 2= 60</b>  |     | <b>30</b> |   |
| <b>3</b> | <b>Module 3 – IT Skills(CCC Syllabus)</b> | <b>Introduction to Computer</b><br>1.0 Introduction<br>1.1 Objectives<br>1.2 Computer and Latest IT gadgets<br>1.2.1 Evolution of Computers & its applications   | 3   | 3         | <p>After completion of this chapter, the candidate will be able to</p> <ul style="list-style-type: none"> <li>• Identify computers, IT gadgets and explain their evolution and applications.</li> <li>• Get familiar with</li> </ul>  |

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|  |   |   |   |  |
|--|---|---|---|--|
|  | <p>1.2.2 IT gadgets and their applications</p> <p>1.3 Basics of Hardware and Software</p> <p>1.3.1 Hardware</p> <p>1.3.1.1 Central Processing Unit</p> <p>1.3.1.2 Input devices</p> <p>1.3.1.3 Output devices</p> <p>1.3.1.4 Computer Memory &amp; storage</p> <p>1.3.2 Software</p> <p>1.3.2.1 Application Software</p> <p>1.3.2.2 Systems Software</p> <p>1.3.2.3 Utility Software</p> <p>1.3.2.4 Open source and Proprietary Software</p> <p>1.3.2.5 Mobile Apps</p> <p>1.4 Summary</p>  |   |   | <p>various input, output and hardware components of a computer along with storage devices.</p> <ul style="list-style-type: none"> <li>• Get familiar with various types of software's, utilities used for computer and mobile apps.</li> </ul>   |
|  | <p><b>Introduction to Operating System</b></p> <p>2.0 Introduction</p> <p>2.1 Objectives</p> <p>2.2 Operating System</p> <p>2.2.1 Basics of Operating system</p> <p>2.2.2 Operating Systems for Desktop and Laptop</p> <p>2.2.3 Operating Systems for Mobile Phone and Tablets</p> <p>2.3 User Interface for Desktop and Laptop</p> <p>2.3.1 Task Bar</p> <p>2.3.2 Icons &amp; shortcuts</p> <p>2.3.3 Running an Application</p> <p>2.4 Operating System Simple Setting</p> <p>2.4.1 Using Mouse and Changing its Properties</p> <p>2.4.2 Changing System Date and Time</p> <p>2.4.3 Changing Display Properties</p> <p>2.4.4 To Add or Remove Program and Features</p> <p>2.4.5 Adding, Removing &amp;</p> | 3 | 4 | <p>After learning this chapter, candidate will be</p> <ul style="list-style-type: none"> <li>• Well acquainted with Operating System and its applications for both desktop and mobile devices.</li> <li>• Able to identify various desktop screen components and modify various properties, date, time etc.</li> <li>• Able to add and remove new program and features, manage files and folders.</li> <li>• Well versed with printing and know various types of file extensions.</li> </ul> |

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|--|---|---|---|--|
|  | Sharing Printers<br>2.5 File and Folder Management<br>2.6 Types of file Extensions<br>2.7 Summary   |   |   |  |
|  | <b>WORD PROCESSING</b><br>3.0 Introduction<br>3.1 Objective<br>3.2 Word Processing Basics<br>3.2.1 Opening Word Processing Package<br>3.2.2 Title Bar, Menu Bar, Toolbars & Sidebar<br>3.2.3 Creating a New Document<br>3.3 Opening and Closing Documents<br>3.3.1 Opening Documents<br>3.3.2 Save and Save As<br>3.3.3 Closing Document<br>3.3.4 Using The Help<br>3.3.5 Page Setup<br>3.3.6 Print Preview<br>3.3.7 Printing of Documents<br>3.3.8 PDF file and Saving a Document as PDF file<br>3.4 Text Creation and manipulation<br>3.4.1 Document Creation<br>3.4.2 Editing Text<br>3.4.3 Text Selection<br>3.4.4 Cut, Copy and Paste<br>3.4.5 Font, Color, Style and Size selection<br>3.4.6 Alignment of Text<br>3.4.7 Undo & Redo<br>3.4.8 AutoCorrect, Spelling & Grammar<br>3.4.9 Find and Replace<br>3.5 Formatting the Text<br>3.5.1 Paragraph Indentation<br>3.5.2 Bullets and Numbering<br>3.5.3 Change case<br>3.5.4 Header & Footer<br>3.6 Table Manipulation | 4 | 8 | After completion of this chapter, candidate will have <ul style="list-style-type: none"> <li>In depth Knowledge of Word Processing, their usage, details of word processing screen.</li> <li>Opening, saving and printing a document including pdf files.</li> <li>Document creation, formatting of text, paragraph and whole document.</li> <li>Inserting Header and Footer on the document</li> <li>Finding text on a word document and correcting spellings.</li> <li>Able to insert and manipulate tables, enhance table using borders and shading features.</li> <li>Can prepare copies of a document labels etc. for sending various recipients using Mail Merge.</li> </ul> |

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|  | <p>3.6.1 Insert &amp; Draw Table</p> <p>3.6.2 Changing cell width and height</p> <p>3.6.3 Alignment of Text in cell</p> <p>3.6.4 Delete / Insertion of Row, Column and Merging &amp; Splitting of Cells</p> <p>3.6.5 Border and Shading</p> <p>3.7 Mail Merge</p> <p>3.8 Shortcut Keys</p> <p>3.9 Summary</p>   |   |   |   |
|  | <p><b>SPREAD SHEET</b></p> <p>4.0 Introduction</p> <p>4.1 Objectives</p> <p>4.2 Elements of Spread Sheet</p> <p>4.2.1 Creating of Spread Sheet</p> <p>4.2.2 Concept of Cell Address [Row and Column] and selecting a Cell</p> <p>4.2.3 Entering Data [text, number, date] in Cells</p> <p>4.2.4 Page Setup</p> <p>4.2.5 Printing of Sheet</p> <p>4.2.6 Saving Spreadsheet</p> <p>4.2.7 Opening and Closing</p> <p>4.3 Manipulation of Cells &amp; Sheet</p> <p>4.3.1 Modifying / Editing Cell Content</p> <p>4.3.2 Formatting Cell (Font, Alignment, Style )</p> <p>4.3.3 Cut, Copy, Paste &amp; Paste Special</p> <p>4.3.4 Changing Cell Height and Width</p> <p>4.3.5 Inserting and Deleting Rows, Column</p> <p>4.3.6 AutoFill</p> <p>4.3.7 Sorting &amp; Filtering</p> <p>4.3.8 Freezing panes</p> <p>4.4 Formulas, Functions and Charts</p> <p>4.4.1 Using Formulas for Numbers (Addition,</p> | 4 | 8 | <p>After completion of this chapter, candidate will have good hands-on practice on</p> <ul style="list-style-type: none"> <li>• Basic Knowledge of Spreadsheet Processing, their usage, details of Spreadsheet screen.</li> <li>• Opening, saving and printing a Spreadsheet.</li> <li>• Spreadsheet creation, inserting and editing data in cells, sorting and filtering of data.</li> <li>• Inserting and deleting rows /columns.</li> <li>• Applying basic formulas and functions.</li> <li>• Prepare chart to represent the information in a pictorial form.</li> </ul> |

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|  | <p style="text-align: center;">Subtraction, Multiplication &amp; Division)</p> <p>4.4.2 AutoSum</p> <p>4.4.3 Functions (Sum, Count, MAX, MIN, AVERAGE)</p> <p>4.4.4 Charts (Bar, Pie, Line)</p> <p>4.5 Summary</p>   |   |   |  |
|  | <p><b>Presentation</b></p> <p>5.0 Introduction</p> <p>5.1 Objectives</p> <p>5.2 Creation of Presentation</p> <p style="padding-left: 20px;">5.2.1 Creating a Presentation Using a Template</p> <p style="padding-left: 20px;">5.2.2 Creating a Blank Presentation</p> <p style="padding-left: 20px;">5.2.3 Inserting &amp; Editing Text on Slides</p> <p style="padding-left: 20px;">5.2.4 Inserting and Deleting Slides in a Presentation</p> <p style="padding-left: 20px;">5.2.5 Saving a Presentation</p> <p>5.3 Manipulating Slides</p> <p style="padding-left: 20px;">5.3.1 Inserting Table</p> <p style="padding-left: 20px;">5.3.2 Adding ClipArt Pictures</p> <p style="padding-left: 20px;">5.3.3 Inserting Other Objects</p> <p style="padding-left: 20px;">5.3.4 Resizing and Scaling an Object</p> <p style="padding-left: 20px;">5.3.5 Creating &amp; using Master Slide</p> <p>5.4 Presentation of Slides</p> <p style="padding-left: 20px;">5.4.1 Choosing a Set Up for Presentation</p> <p style="padding-left: 20px;">5.4.2 Running a Slide Show</p> <p style="padding-left: 20px;">5.4.3 Transition and Slide Timings</p> <p style="padding-left: 20px;">5.4.4 Automating a Slide Show</p> <p>5.5 Providing Aesthetics to Slides &amp; Printing</p> <p style="padding-left: 20px;">5.5.1 Enhancing Text Presentation</p> <p style="padding-left: 20px;">5.5.2 Working with Color and Line Style</p> | 4 | 8 | <p>After completion of this chapter, candidate will have good hands-on practice on</p> <ul style="list-style-type: none"> <li>Basic Knowledge of PowerPoint presentations.</li> <li>Opening/saving a presentation and printing of slides and handouts.</li> <li>Manipulate slides to enhance the look of the slides as well as whole presentation by inserting a picture, objects, multimedia formatting etc.</li> <li>Running a slide show with various transitions.</li> </ul> |




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|  | <p>5.5.3 Adding Movie and Sound</p> <p>5.5.4 Adding Headers, Footers and Notes</p> <p>5.5.5 Printing Slides and Handouts</p> <p>5.6 Summary</p>  |   |   |   |
|  | <p><b>INTRODUCTION TO INTERNET AND WWW</b></p> <p>6.0 Introduction</p> <p>6.1 Objectives</p> <p>6.2 Basic of Computer Networks</p> <p>6.2.1 Local Area Network (LAN)</p> <p>6.2.2 Wide Area Network (WAN)</p> <p>6.2.3 Network Topology</p> <p>6.3 Internet</p> <p>6.3.1 Concept of Internet &amp; WWW</p> <p>6.3.2 Applications of Internet</p> <p>6.3.3 Website Address and URL</p> <p>6.3.4 Introduction to IP Address</p> <p>6.3.5 ISP and Role of ISP</p> <p>6.3.6 Internet Protocol</p> <p>6.3.7 Modes of Connecting Internet (Hotspot, Wi-Fi, LAN Cable, Broadband, USB Tethering)</p> <p>6.3.8 Identifying and uses of IP/MAC/IMEI of various devices</p> <p>6.4 Popular Web Browsers (Internet Explorer/Edge, Chrome, Mozilla Firefox, Opera etc.)</p> <p>6.5 Exploring the Internet</p> <p>6.5.1 Surfing the web</p> <p>6.5.2 Popular Search Engines</p> <p>6.5.3 Searching on Internet</p> <p>6.5.4 Downloading Web Pages</p> <p>6.5.5 Printing Web Pages</p> | 3 | 4 | <p>After completion of this chapter, candidate will be able to:</p> <ul style="list-style-type: none"> <li>• Gather knowledge of various types of networks and topologies.</li> <li>• Get an overview of Internet, its applications and various browsers available to access the internet.</li> <li>• Connect to Internet using various modes of connections/devices available.</li> <li>• Get knowledge of device identification on local network as well as on Internet for both Desktop and Mobile Devices.</li> <li>• Can search Information on the Internet on various topics.</li> <li>• Download and print web pages.</li> </ul> |

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|  |  | 6.6 Summary   |   |   |  |
|  |  | <b>E-mail, Social Networking and e-Governance Services</b><br>7.0 Introduction<br>7.1 Objectives<br>7.2 Structure of E-mail<br>7.3 Using E-mails<br>7.3.1 Opening Email account<br>7.3.2 Mailbox: Inbox and Outbox<br>7.3.3 Creating and Sending a new E-mail<br>7.3.4 Replying to an E-mail message<br>7.3.5 Forwarding an E-mail message<br>7.3.6 Searching emails<br>7.3.7 Attaching files with email<br>7.3.8 Email Signature<br>7.4 Social Networking & e-Commerce<br>7.4.1 Facebook, Twitter, LinkedIn, Instagram<br>7.4.2 Instant Messaging (WhatsApp, Facebook Messenger, Telegram)<br>7.4.3 Introduction to Blogs<br>7.4.4 Basics of E-commerce<br>7.4.5 Netiquettes<br>7.5 Overview of e-Governance Services like Railway Reservation, Passport, e-Hospital [ORS]<br>7.6 Accessing e-Governance Services on Mobile Using “UMANG APP”<br>7.7 Digital Locker<br>7.8 Summary | 3 | 6 | After completion of this chapter, candidate will be able to: <ul style="list-style-type: none"> <li>• Create an email account, compose an email, reply an email and send the email along with attachments.</li> <li>• Get familiar with Social Networking, Instant Messaging and Blogs.</li> <li>• Get familiar with e-Governance Services, e-Commerce and Mobile Apps.</li> </ul> |
|  |  | <b>DIGITAL FINANCIAL TOOLS AND APPLICATIONS</b><br>8.0 Introduction<br>8.1 Objectives   | 4 | 4 | After completion of this chapter, candidate will be able to: <ul style="list-style-type: none"> <li>• Know the Digital</li> </ul>  |

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|  | <p>8.2 Digital Financial Tools</p> <p>8.2.1. Understanding OTP [One Time Password]and QR [Quick Response] Code</p> <p>8.2.2 UPI [Unified Payment Interface]</p> <p>8.2.3 AEPS [Aadhaar Enabled Payment System]</p> <p>8.2.4 USSD[Unstructured Supplementary Service Data]</p> <p>8.2.5 Card [Credit / Debit]</p> <p>8.2.6 e-Wallet</p> <p>8.2.7 PoS [Point of Sale]</p> <p>8.3 Internet Banking</p> <p>8.3.1 National Electronic Fund Transfer (NEFT)</p> <p>8.3.2 Real Time Gross Settlement (RTGS)</p> <p>8.3.3 Immediate Payment Service (IMPS)</p> <p>8.4 Online Bill Payment</p> <p>8.5 Summary</p> <p>8.6 Model Questions and Answers</p> |    |    | <p>Financial Tools.</p> <ul style="list-style-type: none"> <li>• Get Knowledge of Internet Banking Modes.</li> <li>• Get familiar with e-Governance Services, e-Commerce and Mobile Apps.</li> <li>• Use the Digital Locker and will be able to store documents in Digital Locker.</li> </ul>   |
|  | <p><b>Overview of Future skills &amp; Cyber Security</b></p> <p>9.0 Introduction to Future skills</p> <p>9.1 Introduction to</p> <p>9.1.1 Internet of Things (IoT)</p> <p>9.1.2 Big Data Analytics</p> <p>9.1.3 Cloud Computing</p> <p>9.1.4 Virtual Reality</p> <p>9.1.5 Artificial Intelligence</p> <p>9.1.6 Social &amp; Mobile</p> <p>9.1.7 Blockchain Technology</p> <p>9.1.8 3D Printing/ Additive Manufacturing</p> <p>9.1.9 Robotics Process Automation</p> <p>9.2 Cyber Security</p> <p>9.2.1 Need of Cyber Security</p> <p>9.2.2 Securing PC</p> <p>9.2.3 Securing Smart Phone</p> <p>9.3 Summary</p>                                 | 4  | 3  | <p>After completion of this chapter, candidate will be familiar with the :</p> <ul style="list-style-type: none"> <li>• Latest trends and technologies in upcoming fields in IECT.</li> <li>• Will be able to understand need of Cyber Security and will be able to secure their PC and Mobile devices by using basic security features.</li> </ul> |
| <b>Total Hours for Module 3 = 80</b>   |   | 32 | 48 |   |

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### Examination & Certification:

NIELIT's NSQF Examination pattern will be followed for Examination & Certification.

| Sl No | Examination Pattern              | Duration in Minutes | Maximum Marks |
|-------|----------------------------------|---------------------|---------------|
| 1     | Theory Paper – 1                 | 90                  | 100           |
| 2     | Practical -1                     | 120                 | 60            |
| 3     | Internal Assessment              | -                   | 20            |
| 4     | Project/Presentation /Assignment | -                   | 20            |
|       | <b>Total</b>                     |                     | <b>200</b>    |

Note:

- Pass percentage would be 50% marks in each component, with aggregate pass percentage of 50% and above.
- Grading will be as under:

| Grade                     | S           | A                         | B                         | C                         | D                         |
|---------------------------|-------------|---------------------------|---------------------------|---------------------------|---------------------------|
| <b>Marks Range (in %)</b> | $\geq 85\%$ | $\geq 75\%$ -<br>$< 85\%$ | $\geq 65\%$ -<br>$< 75\%$ | $\geq 55\%$ -<br>$< 65\%$ | $\geq 50\%$ -<br>$< 55\%$ |

- Theory examination would be conducted online and the paper comprise of MCQ and each question will carry 1 marks.
- Practical examination/Internal Assessment/ Project/Presentation/Assignment would be evaluated internally.
- Major Project/Dissertation would be evaluated preferably by External / Subject Expert including NIELIT Officials.
- Candidate may apply for re-examination within the validity of registration.
- The examinations would be conducted in English Language only.

### Recommended hardware/software tools:

- Multimedia Desktop System
- Printer
- Microsoft Office or any other office productive package
- Operating System Windows / any open source
- Pendrive etc.

### Faculty & Support / Lab Instructor:

- One Faculty/ Lab Instructor with BCA / BSc (CS) / O Level / PGDCA

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2. One Faculty with BA (English) / MA (English) with teaching experience on Soft Skills.

### References:

#### 1. Soft Skills and Communicative English

- *Business Communication- Asha Kaul*
- *Effective Business Communication- Asha Kaul.*
- *Essentials of Business Communication- Rajendra Pal & J.S. Korlahalli*
- *Business correspondence and report writing- R C Sharma, Krishna Mohan*
- *The Art of Public Speaking- Stephen E. Lucas*
- *A Communicative Grammar of English- Geoffrey Leech, Jan Svartvik.*
- *Effective English Communication- Krishna Mohan, Meenakshi Raman.*
- *Learning Material for DOEACC ITES BPO (Customer Care) Training Program- Developed by DOEACC Society Guwahati.*

#### 2. IT Skills

- *Foundation of Computing- Pradeep K.Sinha & Priti Sinha.*
- *Working in Microsoft Office- Ron Mansfield.*
- *Computer Concepts & Application- BPB Publications.*

|                      |   |                        |            |
|----------------------|---|------------------------|------------|
| <b>Course Name</b>   | Certificate course in ITeS & Communicative English<br>(Certified Front Desk cum Call Centre Executives) | <b>Vertical</b>        |            |
| <b>Course Code</b>   | ITES  | <b>Rev No</b>          | R4         |
| <b>Prepared By</b>   | Kekhriekheino Phira   | <b>Proposed Level</b>  | NSQF 5     |
| <b>NIELIT Centre</b> | Kohima  | <b>Last Revised on</b> | 03.06.2019 |