

**Detailed Curriculum**

Certificate Course in ITES BPO, Soft Skills & Communicative English

<b>Name of Unit of Qualification</b>	: Certificate Course in ITES, Soft Skills & Communicative English.
<b>Duration</b>	: 200 Hours ( Theory = 80 hrs, Practical = 120 hrs)
<b>Trainer's qualification</b>	: Graduate/ Post Graduate with good communication Skills

**SOFT SKILLS = 90 Hrs.**

Sl	Modules	Contents to be covered	Min No. of Hrs
1	<b>What is Soft Skills</b>	<ul style="list-style-type: none"> <li>• How we interact with others</li> <li>• Self Awareness</li> <li>• Self Analysis</li> <li>• Self Disclosure</li> <li>• Self Esteem</li> <li>• Motivation</li> <li>• Self Discipline</li> <li>• First Impression</li> <li>• Appearance</li> <li>• Posture</li> <li>• Gesture</li> <li>• Health, Hygiene &amp; Grooming</li> <li>• Building a Positive Personality</li> <li>• Attitude- Meaning &amp; Maintenance</li> <li>• Importance of Personality Development</li> <li>• Our communication skills</li> <li>• Problem solving skills</li> <li>• Leadership skills</li> <li>• People management skills</li> <li>• Time management skills</li> </ul>	05
2	<b>Self Esteem &amp; Stress management</b>	<ul style="list-style-type: none"> <li>• Self Esteem a must</li> <li>• Healthy Self Esteem</li> <li>• Self Efficacy &amp; its importance</li> <li>• Self Motivation</li> <li>• What is Stress</li> <li>• Ways to manage stress effectively</li> <li>• Stress in professional life</li> <li>• Dealing with workplace stress</li> <li>• Job Security</li> <li>• Maintaining relationships</li> <li>• Types of Attitude</li> <li>• Attitude and the work place</li> <li>• Etiquettes &amp;Manners</li> <li>• Self Awareness</li> <li>• Self Analysis</li> <li>• Self Disclosure</li> </ul>	05
3	<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Meaning of Communication</li> <li>• The communication process</li> <li>• Communication Channels</li> <li>• Objective of Communication</li> <li>• Attributes of Communication</li> </ul>	06

		<ul style="list-style-type: none"> <li>• Categories of Communication</li> <li>• Verbal/Oral Communication</li> <li>• Non Verbal Communication/ Body language</li> <li>• Written Communication</li> <li>• Communication in an organisation</li> <li>• Communication Steps</li> <li>• Difficulties in Communication</li> <li>• Barriers to Communication</li> <li>• Questioning Techniques</li> </ul>	
<b>4</b>	<b>Listening Skills</b>	<ul style="list-style-type: none"> <li>• Difference between Hearing and Listening</li> <li>• The ability to give undivided attention</li> <li>• The ability to show that one is listening</li> <li>• The ability to provide feedback</li> <li>• The ability to differ judgement</li> <li>• The ability to respond appropriately</li> <li>• Barriers to listening</li> <li>• The ability to read body language</li> </ul>	02
<b>5</b>	<b>Leadership Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of basic leadership qualities</li> <li>• The ability to take leading role in projects</li> <li>• The ability to understand and take alternate roles of a leader and follower</li> <li>• The ability to supervise members in a group</li> </ul>	02
<b>6</b>	<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Ability to identify &amp; analyze problems</li> <li>• Be able to evaluate</li> <li>• The ability to arrive at alternate solutions</li> <li>• The ability to think 'out of the box'</li> <li>• The ability to take responsibility</li> <li>• The ability to involve oneself</li> <li>• The STOP method</li> </ul>	02
<b>7</b>	<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Ability to build good rapport, interact &amp; work effectively with others</li> <li>• Team building</li> <li>• The ability to recognize and respect others attitude, behavior and belief</li> <li>• The ability to contribute to the planning process &amp; coordinate group work</li> <li>• The ability to take responsibility for group work</li> </ul>	02
<b>8</b>	<b>Corporate Culture</b>	<ul style="list-style-type: none"> <li>• Definition and meaning</li> <li>• Professionalism at workplace</li> <li>• Youthfulness and its role in professional growth</li> <li>• Dynamism and its role in professional growth</li> <li>• The concept of being Goal-Oriented.</li> <li>• How to be a team player.</li> <li>• The role of emotional intelligence</li> <li>• Being proactive</li> </ul>	02

		<ul style="list-style-type: none"> <li>• Adaptability to change</li> <li>• Importance of employee evaluation</li> <li>• How to motivate employees</li> <li>• Physical health and leisure time</li> </ul>		
9	<b>CRM- The Management Model</b>	<ul style="list-style-type: none"> <li>• CRM Concept</li> <li>• CRM- Management Model</li> <li>• The Management Model</li> <li>• Developing a customer oriented perspective</li> <li>• Viewing Customer needs.</li> <li>• Commitment to customers.</li> <li>• Reasons for failure of CRM</li> </ul>	02	
10	<b>Telephone etiquettes &amp; Call Handling Skills</b>	<ul style="list-style-type: none"> <li>• Telephone handling skills</li> <li>• Confidence over phone</li> <li>• Service via the telephone</li> <li>• Customer service over telephone</li> <li>• How to say “NO”</li> </ul>	02	
11	<b>Time Management</b>	<ul style="list-style-type: none"> <li>• Punctuality and Professionalism.</li> <li>• Obstacle to effective time management</li> <li>• How to overcome the obstacles</li> <li>• Set goals S.M.A.R.T. method</li> </ul>	02	
12	<b>Questioning Technique</b>	<ul style="list-style-type: none"> <li>• Understanding questions</li> <li>• Types of questions</li> <li>• Depth and complexity of questions</li> <li>• Effective questioning</li> </ul>	02	
13	<b>Cover letter &amp; Resume writing</b>	<ul style="list-style-type: none"> <li>• Drafting of cover letters.</li> <li>• Resume essentials</li> <li>• Characteristic of good resume</li> <li>• Content of Resume</li> <li>• Design , layout of Resume</li> </ul>	02	
14	<b>Group Discussion</b>	<ul style="list-style-type: none"> <li>• Importance of Group Discussion</li> <li>• Effective Group Discussion</li> <li>• Leading a Group Discussion</li> <li>• Do’s and Don’ts of Group Discussion</li> </ul>	08	
15	<b>Personal Interview skills</b>	<ul style="list-style-type: none"> <li>• Understanding the purpose of Interview.</li> <li>• Preparing for Interview</li> <li>• First Impression</li> <li>• Listening skills</li> <li>• Effective communication.</li> <li>• Non Verbal Communication</li> </ul>	08	
16	<b>Public Speaking and Presentation Skills</b>	<ul style="list-style-type: none"> <li>• Understanding the purpose of Public Speaking &amp; Presentation.</li> <li>• Preparing for Presentation</li> <li>• Principles of presentation skills</li> <li>• Effective communication.</li> <li>• Proper use of Body Language</li> </ul>	08	
17	<b>Mock P.I./Role plays</b>	<ul style="list-style-type: none"> <li>• Practical Sessions</li> </ul>	15	
18	<b>Mock G.D./ Role plays</b>	<ul style="list-style-type: none"> <li>• Practical Sessions</li> </ul>	15	
			Theory	36 hrs
			Practical	54 hrs

		<b>Total</b>	<b>90 hrs</b>
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**COMMUNICATIVE ENGLISH = 80 Hrs.**

Sl	Modules Contents to be covered	Min No. of Hrs
1	Understanding the communication process	4
2	The different types of communication methods	3
3	Communicating in English	3
4	First language (Mother Tongue) Interference	2
5	Importance of listening when learning English	2
6	Organs of speech	3
7	Vowels & Vowel sounds practice	3
8	Consonants & Consonant sounds practice	3
9	Pronunciation	3
10	Vocabulary	3
11	Speaking as a language skill	2
12	Business Communication	2
13	Public Speaking and Presentation Skills	24
14	Presentation by trainees	24
	Theory	32 hrs
	Practical	48 hrs
	<b>Total</b>	<b>80 hrs</b>

**COMPUTER SKILLS = 80 Hrs**

Sl. No.	Modules Contents to be covered#	Min No. of Hrs
1.	Introduction to Computer	6
2.	Introduction to Operating System	7
3.	Word Processing	12
4.	Spreadsheets	12
5.	Presentation	12
6.	Introduction to Internet and WWW	7
7.	E-mail, Social Networking and e- Governance Services	9
8.	Digital Financial Tools and Applications	8
9.	Overview of Future skills & Cyber Security	7
	Theory	32 hrs
	Practical	48 hrs
	<b>Total</b>	<b>80 hrs</b>

#Syllabus for Computer Skills can be found at NQR:

<https://www.nqr.gov.in/sites/default/files/Annexure%20I%20A.pdf>