

Certificate Course in ITES/BPO (ITES-BPO)

Terminal Competency:

After completion of the training, Participants would be able to:

1. Write, Edit & Print documents using MS-WORD & EXCEL.
2. Recognize the importance of personal grooming and Etiquette for corporate life
3. Enhance his awareness on current affairs and how to stay In touch on a shoestring budget Understand the concept of BPO operations and to use them effectively as Customer Relationship Exec in a domestic BPO.

Week No.	Practical Competencies	Underpinning Knowledge (Theory)
1-4	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off Windows OS • Identifying different Desktop • Icons. My Computer, My Documents • Changing Desktop Backgrounds, • Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, • Grouping • Subtotal 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spreadsheet

<p>5-6</p>	<p>CRM (CUSTOMER RELATIONSHIP MANAGEMENT)</p> <ul style="list-style-type: none"> • What is CRM, sales management functionality, important modules in • CRM, differences between CRM and SFA, double opt-in, How can CRM handle emails from customers, some examples of automated messages, What type of organizations can benefit from CRM, How can the CRM benefit my business, What is social CRM, What is the 'cloud, difference between on premise and cloud based CRM solutions, • difference between CRM and ERP 	<p>Concept of Business Process Outsourcing</p> <ul style="list-style-type: none"> • Back office management What is • Outsourcing. Administrative ,Financial & HR • Administrative outsourcing : Text • Processing, claim processing, assets management, Transcription & translation, document management. • Financial outsourcing: billing services, accounting, transactions, general accounting, tax consultancy & compliance, risk management. • HR outsourcing: benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building etc. • Front office management
<p>7-8</p>	<p>Related Practical</p>	<p>Maintain a healthy, safe and secure working environment</p> <ul style="list-style-type: none"> • Safety signs & colour at work, Causes for accidents, Safe attitudes, Sign categories • Sign types, Safe lifting and carrying techniques, Causes of injury, Types of injury and methods to prevent them, Points • that make an object/load difficult to carry, Preparation before lifting or shifting heavy loads, Correct body posture, Fire and fire • extinguishers • Controlled and uncontrolled fire, Preventing fire, controlling and extinguishing fire, Fire extinguishers types, General procedure to be adopted in the event of a fire, Hazard identification, Risk assessment and risk control, Common hazards at office, Workstation • layout and ergonomic guideline, Signs and symptoms of injury, aches and pains,

		<ul style="list-style-type: none"> • Suggested workstation dimensions and adjustment ranges, Chair position, rearrange • your workstation layout, General office safety, Types of office accidents, • Hazards from electrical equipment, Emergency action plan.
	<p>Related Practical</p>	<p>What is a Call Centre</p> <ul style="list-style-type: none"> • According to location of process- International & Domestic. • According to process: Inbound, outbound & blended. • According to characteristic :Voice Based & Web Based • According to functionality : Real Call Center & Virtual Call center • Key Technical Support • Provide technical support to customers within And outside organization: troubleshooting for Customers using products & services like PC"s, Printers, Internet, etc. <p>Soft Skills</p> <ul style="list-style-type: none"> • Listening Skills • Stress / Change Management • Telemarketing Skills ,Typing Skills
<p>9-10</p>	<p>Practice of English language</p> <ul style="list-style-type: none"> • Past, present & future continuous, perfect, simple, perfect continuous tenses, affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. <p>Letter writing and Email:</p>	<p>Detailed knowledge and usage</p> <ul style="list-style-type: none"> • past, present & future continuous, perfect simple, perfect continuous tenses, affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. • Common grammatical errors. • Business writing etiquette emails, letters. Understanding and responding to mails from customers and team members using appropriate Formats.

	<ul style="list-style-type: none"> • Microsoft Word & Letter writing practice. Email ID creation. • Sending letters by email. 	<ul style="list-style-type: none"> • Common email and letter writing errors.
11	<p>Team Work:</p> <ul style="list-style-type: none"> • Do's and don'ts while working in a team. • Reading and Interpreting/Analyzing data and forms Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control Time Management • Conflict Management • Stress Tolerance. 	<ul style="list-style-type: none"> • Principles of Team work • Do's and don'ts while working in a team. • Reading and Interpreting/Analyzing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control(Human Psychology, study of Perceptual Images) Time Management • Conflict Management • Stress Tolerance.
12	Project Work / Industrial Visits	
13	Examinations	