

Syllabus Development of Skill Development Course

| Title of Course: - Certificate in ITES-BPO, Soft Skills & Communicative English | | | | | |
|--|----------------------|---|--|---|---|
| Nodal Department of HEI to Run Course:- | | | | | |
| Broad Area/Sector:- Comprehensive knowledge of IT Enabled Services (IT-ITeS) | | | | | |
| Sub-sector:- Soft Skills and IT Enabled Services | | | | | |
| Nature of Course:- Independent | | | | | |
| Name of Suggestive Skill Council: | | | | | |
| Aliened NSQF Level: | | | | | |
| Expected Fees of the Corse: - | | | | | |
| Stipend to Student Expected from Industry:- | | | | | |
| Number of Seats:- | | | | | |
| Course Code:- | | | | | |
| Maximum Marks: - 100 | | Minimum Marks:- | | Credits:- 03(01 Theory, 02 Practical) | |
| Name of Proposed Skill Partner (Please specify, Name of Industry, Company etc. for Practical/Training/Internship/OJT):- | | | | | |
| Job Prospects- 1. BPO 2. Trainer 3. Career Counsellor 4. Frontline Office Administration 5. Service & Hospitality Industry 6. Customer Care 7. IT Enabled Services 8. Aviation Sector The course is suited for the hospitality sector, aviation sector, corporate sector - customer care executives, front office executives and sales & marketing executives etc. | | | | | |
| Syllabus | | | | | |
| Unit | Topics | General/ Skill Component | Theory/ Practical/ OJT/ Internship/ Training | No. of Theory Hours (Total 15 Hours = 01 Credit) | No. of Skill Hours (Total 60 Hours = 02 Credit) |
| I | Soft Skills | Personality Development for Public facing and training prospect. | | 4 | 16 |
| II | Communication Skills | Public Speaking, Business Communication, Drafting & Training Skills | | 5 | 20 |
| III | Computer Skills | Office Automation tools, Internet and Mailings | | 6 | 24 |
| Suggested Readings:- | | | | | |
| Suggested Digital Platforms/Web Links for Readings:- Not required | | | | | |
| Suggested OJT/Internship/Training/Skill Partner:- | | | | | |
| Suggested Continuous Evaluation Methods:- | | | | | |

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| Course Pre-requisites:- No pre-requisite required, Open to All. |
| Suggested Equivalent Online Courses:- NA |
| Any Remarks/Suggestions:- |
| Note: <ul style="list-style-type: none">• Number of units in Theory/Practical may vary as per need.• Total Credits per Semester = 03(It can be more, but students will get only 03 credits/ semester or 06 credits/year• Credits for Internship/OJT/Training/Practical = 02 (Training Hours = 60) |

Objectives of the Course

- 1) To develop the personality skills suited for corporate sector.
- 2) To enable students to become competent and committed professionals to perform all IT enabled services effectively.
- 3) To develop the soft skills and IT skills to serve in the Front Office Administration.
- 4) To enable the students to perform in BPOs & Hospitality services.
- 5) To enable the students to manage the Customer Care Services.
- 6) To develop Computing skills to perform Data Entry and Office Automation Services.

Detailed Syllabus

A) Soft Skill

| S.No. | Contents |
|-------|---|
| 1 | Meaning and Importance of Soft Skills |
| 2 | Personality and its Impact |
| 3 | Corporate Culture |
| 4 | Telephone Etiquettes and Call handling Skills |
| 5 | CRM- The Management Model |
| 6 | Self-Awareness & Motivation |
| 7 | Time Management |
| 8 | Rapport Building |
| 9 | Self Esteem and Stress Management |
| 10 | Life Skills (teamwork, leadership qualities, team work, critical and creative thinking skills, problem solving skills) |
| 11 | Non-Verbal Communication (Using appropriate body language, Using positive facial expressions, Using polite eye contact) |

B) Communicative Skills

| S. No. | Contents |
|--------|---|
| 1 | Writing of professional CVs, Covering Letters and applications for jobs |
| 2 | Interview Skills |
| 3 | Business Communication |
| 4 | Public Speaking & Presentation Skills |
| 5 | Training Skills |
| 6 | Communication and its components |
| 7 | Spoken English |
| 8 | Pronunciation, Stress and Intonation |
| 9 | Listening |
| 10 | Group Discussion |
| 11 | Interpersonal Communication |
| 12 | Writing of official E-mails, Memos and Notices |

C) Computer Skills

| S. No. | Contents |
|--------|--|
| 1 | Computer Fundamental & ICT |
| 2 | MS Word |
| 3 | MS Excel |
| 4 | MS PowerPoint |
| 5 | MIS (Management Information System) |
| 6 | Usage of Internet and Email Etiquettes |
| 7 | Cyber Security |
| 8 | Overview of IT Act |