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:-

Course Pre-requisites:-
No pre-requisite required, Open to All.
Suggested Equivalent Online Courses:- NA
Any Remarks/Suggestions:-
Note: - 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