

BPO NON-VOICE BUSINESS TRAINING

- 1 Name: BPO Non-Voice Business Training.
2. Sector: **Information & Communication Technology (ICT).**
3. Code: **ICT 113**
4. Entry Qualification: Students pursuing Graduation from any recognized college
5. Terminal Competency: After completion of the training, participants would be able to get job in any service industry like Airlines / BFSL / ITES.
6. Duration: 180 Hours
7. Contents given below.

Practical Competencies	Underpinning Knowledge(Theory)
<p>Practice of:</p> <p>a) past, present & future continuous, perfect simple, perfect continuous tenses,</p> <p>b) affixes, active to passive, comparative & superlative adjectives and adverbs</p> <p>c) Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers.</p>	<ul style="list-style-type: none"> • Detailed knowledge and usage of <ol style="list-style-type: none"> a) past, present & future continuous, perfect simple, perfect continuous tenses, b) affixes, active to passive, comparative & superlative adjectives and adverbs c) Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. d) Common grammatical errors.
<p>Letter writing and Email:</p> <ul style="list-style-type: none"> • Microsoft Word & Letter writing practice. • Email ID creation. • Sending letters by email. 	<ul style="list-style-type: none"> • Business writing etiquette emails, letters. • Understanding and responding to mails from customers and team members using appropriate Formats. • Common email and letter writing errors.
<p>Team Work:</p> <p>Do's and don'ts while working in a team.</p>	<p>Principles of Team work</p> <p>Do's and don'ts while working in a team.</p>
<ul style="list-style-type: none"> • Reading and Interpreting/Analyzing data and forms • Spotting trends / issues. • Creating MIS. • Problem Solving Skills. 	<ul style="list-style-type: none"> • 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. 	<p>Control and Management:</p> <p>Learning to keep emotions under control(Human Psychology, study of Perceptual Images)</p> <ul style="list-style-type: none"> • Time Management • Conflict Management • Stress Tolerance.
<p>MS Office Intermediate:</p> <ul style="list-style-type: none"> • Microsoft Word. • Microsoft Excel. • Microsoft Power point. • Microsoft Outlook Express. 	<p>MS Office Intermediate:</p> <ul style="list-style-type: none"> • Microsoft Word. • Microsoft Excel. • Microsoft Power point. • Microsoft Outlook Express.

LIST OF TOOLS & EQUIPMENT:

- **Hardware:**

- 1.Server Computer (Latest configuration)
- 2.Multimedia Nodes (Pre-loaded Windows 2000 or latest)
- 3.Inkjet/Laser Printer
- 4.UPS

- **Software:**

- 1.Windows 2000
- 2.Microsoft Office 2003 Professional
- 3.Anti Virus Software (TVD/ Norton/Any popular brand)
- 4.Internet connection