

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

National Institute of Electronics and Information Technology (NIELIT)
(An ISO 9001:2008 Certified Organisation)`
1st & 2nd Floor, Vittiya Bhavan, AFC Building, Md. Shah Road, Paltan Bazar,
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Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Detailed Curriculum (Annexure I)
2. Placement Record (Annexure II)
3. Industry Validation (Annexure III)
4. Indicative list of tools/equipment to conduct the training (Annexure-IV)
5. Trainer's Qualification (Annexure-V)

NSQF QUALIFICATION FILE
Approved in 23rd NSQC Meeting, 22 August, 2019

SUMMARY

1	Qualification Title	Certificate Course in ITES BPO, Soft Skills & Communicative English
2	Qualification Code, If any	N/A
3	NCO code and occupation	3429.10 (Call Centre Executive), 1411.0100 (Manager, Lodging and Catering Services/Resident Manager), 1412.0100 (Manager, Fast Food Service)
4	Nature and purpose of the Qualification (Please specify Whether qualification is short term or long term)	Successful trainees to be awarded certificates. The purpose of this qualification is to make the trainees understand and improve their 'Soft Skills' or 'Inter Personal Skills', along with a focus to improve their communicating ability in English, so as to enhance their opportunities towards meaningful employability. (Short Term Qualification)
5	Body/bodies which will award the qualification	Examination Wing National Institute of Electronics and Information Technology
6	Body which will accredit providers to offer courses Leading to the qualification	National Institute of Electronics and Information Technology
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	N/A
8	Occupation(s) to which the qualification gives access	Qualification is relevant across a host of occupations. More specifically qualification is suited for the hospitality sector, aviation sector, corporate sector - customer care executives, front office executives and sales & marketing executives.
9	Job description of the occupation	Qualifiers will be trained in Soft Skills, ITeS & Communicative English as per Industry Standards. Qualifiers will be able suitable for ITeS BPO jobs, Trainer, Career Counselor, Service & Hospitality Industry etc
10	Licensing requirements	No.
11	Statutory and Regulatory Requirement of the relevant sector(documentary evidence to be provided)	Not Required
12	Level of the qualification in the	4

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	NSQF		
13	Anticipated volume of Training/learning required to complete the qualification	200 hrs. (Theory = 80 hrs, Practical = 120 hrs)	
14	Indicative list of training tools required to deliver this qualification	Multimedia Projector, Audio Visual Set up, PC etc,	
15	Entry requirements and/or Recommendations and minimum age	Undergraduates/graduates with basic understanding of English language	
16	Progression from the Qualification (Please show Professional and academic progression)	Empowers learners to continuously develop one-self to take on more responsibilities. Enhances employability through the practice of these skills.	
17	Arrangement for the Recognition of Prior learning (RPL)	Not Applicable	
18	International comparability Where known research evidence To be provided)	Not Known	
19	Date of planned review of the Qualification.		
20	Formal structure of the qualification		
	Mandatory components		
	Title of component and Identification Code/NOSs/ Learning outcome	Estimated size (learning hours)	Level
(i)	SOFT SKILL		
	1. What is Soft Skills		
	2. Self Esteem & Stress Management		
	3. Communication Skills		
	4. Listening Skills		
	5. Leadership Skills		
	6. Problem Solving		
	7. Team Work		
	8. Corporate Culture		
	9. CRM- The Management Model		
	10. Telephone Etiquettes & Call Handling Skills		
	11. Time Management		
	12. Questioning Techniques		
	13. Cover letter & Resume writing		
	14. Group Discussion		
	15. Mock P.I./Role plays		
		90 hrs (Theory = 36 hrs, Practical = 54 hrs)	4

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	16. Mock G.D./ Role plays		
	17. Personal Interview skills		
	18. Public Speaking and Presentation Skills		
(ii)	COMMUNICATIVE ENGLISH		
	1. Understanding the communication process	80 hrs (Theory = 32 hrs, Practical = 48 hrs)	
	2. The different types of communication methods		
	3. Communicating in English		
	4. First language (Mother Tongue) Interference		
	5. Importance of listening when learning English		
	6. Organs of speech		
	7. Vowels & Vowel sounds practice		
	8. Consonants & Consonant sounds practice		
	9. Pronunciation		
	10. Vocabulary		
	11. Speaking as a language skill		
	12. Business Communication		
	13. Public Speaking and Presentation Skills		
	14. Presentation by trainees		
(iii)	COMPUTER SKILLS		
	1. Computer Fundamentals	30 Hrs (Theory = 12 hrs, Practical = 18 hrs)	
	2. Office Automation tools- MS Word, Excel & PowerPoint		
	3. Usage of Internet and Email etiquettes		
	4. Cyber Security		
	5. Overview of IT Act		
	Sub Total (A)	200 Hrs (Theory = 80 hrs, Practical = 120 hrs)	4
Optional components			
	Title of component and Identification code/NOSs/ Learning outcomes	Estimated size (learning hours)	Level
	Sub Total (B)		
Total (A+B+C)		200 Hrs (Theory = 80	4

	hrs, Practical = 120 hrs)	
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SECTION 1
ASSESSMENT

21	<p>Body/Bodies which will carry out assessment: Examination Wing National Institute of Electronics and Information Technology, NIELIT Bhawan, Plot No. 3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077</p>
22	<p>How will RPL assessment be managed and who will carry it out? NA</p>
23	<p>The assessment is aimed at judging the knowledge and skills learnt by the trainees. The trainees are expected to demonstrate the minimum skill uptake after the training. The following assessment methodologies are employed: Student is required to pass in all OUTCOMES individually. Following assessment methodologies are used.</p> <p>The assessment is aimed at judging the knowledge and skills learnt by the trainees. The trainees are expected to demonstrate the minimum skill uptake after the training. The following assessment methodologies are employed:</p> <ol style="list-style-type: none"> 1. Written assessment = 100 marks 2. Internal Evaluation = 20 marks 3. Project/Presentation/ assignment = 20 marks 4. Practical Evaluation = 60 marks <p>The assessment results are backed by following evidences.</p> <ul style="list-style-type: none"> • The assessor collects a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In-charge / Head of the Training Centre. • Roll numbers are assigned to trainees. • The assessor takes photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence. <p>About Examination Pattern:</p> <p>A student must score a minimum of 50% marks in each component out of total marks. The marks will be translated into corresponding grades.</p> <ol style="list-style-type: none"> 1. Written assessment = 100 marks 2. Internal Evaluation = 20 marks 3. Presentation = 20 marks 4. Practical Evaluation = 60 marks 5. Total Marks= 200 <ul style="list-style-type: none"> ➤ The question papers for the written exam are set by NIELIT HQ. ➤ Theory examination would be conducted online and the paper comprise

- of MCQ.
- Practical examination/ internal assessment / Project/ Presentation/ Assignment would be evaluated internally. However, an External Examiner/ Observer may be deployed including NIELIT officials.
 - Candidates may apply for re-examination within the validity of registration.
 - For re-examination prescribed examination fee is required to be paid by the candidate.
 - A candidate will get a maximum of six examination cycles to pass the course.(Assuming that there is no provision of re-registration)
 - There would be no exemption for any paper/ module for candidates having similar qualification/ skills
 - The examination will be conducted in English language only.

Minimum Pass marks:

Pass percentage would be 50% marks in each component, with aggregate pass percentage of 50% and above.

Pass Percentage & Grading System:

S: >=85% ; A: >=75% and <85%; B: >=65% and <75%; C: >=55% and <65%; D: >=50% and <55%

<50%= F(Fail).

Components of the Examination System:

- **Registration System:** To register the candidate for examination
- **Question pattern:** To prepare Question paper of 30 marks for written assessment.
- **Examination System:** We manage the examination process by taking the candidate signatures along with the left hand thumb impression. Candidates will be evaluated on the basis of
 1. Written assessment = 100 marks
 2. Internal Evaluation = 20 marks
 3. Presentation = 20 marks
 4. Practical Evaluation = 60 marks
 5. **Total Marks= 200**
- **Result processing system:**
 - The written examination paper are evaluated physically by the faculties and if required are rechecked and examined by Higher Authorities.
 - Internal, Remote Faculty and External Evaluations are conducted and corresponding grades / marks are recorded for final results.

About Question Paper Pattern:

Written examination paper will have 30 Questions each carrying 1 mark which includes four sections:-

- 10 MCQ based Questions with one mark each.

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	<ul style="list-style-type: none"> ➤ Fill in the blanks which carry 10 marks ➤ Descriptive questions which carry 10 marks <p>Salient Features:</p> <ul style="list-style-type: none"> • Confidentiality and impartiality is maintained during all the examination and evaluation process. • Examination is conducted for candidates that are enrolled in given session. • The unsuccessful students may reappear for evaluation following due formalities. <p>Feedback System: This system is for conducting “The Student Survey” for quality assurance of education. Students, Faculties and administrators can all benefit from survey. This is helpful in the continual improvements in teaching programs, processes as well as infrastructure and thereby enhancing the students’ learning experience at NIELIT centres.</p>

Please attach most relevant and recent documents giving further information about assessment and/or RPL. Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component:

Certificate Course in ITES BPO, Soft Skills & Communicative English

Outcome to be assessed/NOSs to be assessed	Assessment criteria for the outcome
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<p>Diagnostic test on the entry behavior of trainees.</p>	<p>Outcome: - 1 – Written tests -To judge the understanding of the trainees regarding content discussed. -To get an understanding about trainees written communication skills. - Enable identification of shortfalls. -Should be able to construct simple sentences</p>
<p>Practice session & analysis of the recorded materials by the faculty to judge the improvement of the trainees</p>	<p>Outcome: - 2 – Internal Evaluation -A verbal interaction with trainees on topics/modules discussed. -To judge the verbal communication of trainees. Whether any improvement seen. -Should be able to carry out a simple conversation in English with proper use of correct body language. -Identify & give feedback on shortfalls</p>
<p>Understanding Call Structure</p>	<p>Outcome: - 3 – Remote Faculty (telephonic evaluation by faculty from other NIELIT centres) -Trainees should be able to properly handle a phone call. -Show confidence while talking to an unknown person. -Express one-self clearly.</p>
<p>Knowledge on Personality Development & Presentation Skills</p>	<p>Outcome: - 4 – External Evaluation (physical/ telephonic evaluation by a third party, an expert on the subject) -To judge the knowledge level of the trainees on course content. -The ability to introduce & express one-self confidently in simple terms. -To assess the overall development of the trainee.</p>
<p>Means of assessment 1</p> <p>Theory portion Assessment will be done Physically by Faculties. Question Paper will be of Objective type</p> <p>Pass Percentage To qualify for a pass in a module, a candidate must have obtained at least 50% in each theory and practical examination. The marks will be translated into grades, while communicating results to the candidates. The gradation structure is as below:-</p> <p>Grading System: S: >=85% ; A: >=75% and <85%; B: >=65% and <75%; C: >=55% and <65%; D: >=50% and <55% <50%= F(Fail).</p>	
<p>Means of assessment 2</p> <p>Re-examinations: The assessment tools used is basically to know and understand how much a trainee has learnt about the subjects discussed during the training period. The weekly tests which are conducted is a means to find out how much a trainee has</p>	

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grasped the subjects and is able to reproduce the same in writing. The internal evaluation, which is conducted just before the remote and external evaluation, is a means to gauge the understanding and usage of the topics discussed on a one to one situation. It is an opportunity for the trainees to utilize the skills that have been taught. Finally the remote and external evaluations are a means for the trainees to showcase their telephone handling and communication skills while conversing with an unknown person.

Pass/Fail

The minimum marks to be obtained for declaring a student pass is 50%.

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NSQF QUALIFICATION FILEApproved in 23rd NSQC Meeting, 22 August, 2019**SECTION 225. EVIDENCE of LEVEL****OPTION A**

Title/Name of qualification/component: Soft Skill and Communication Skill			
Level: 4			
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	Candidate will be learning effective communication which will make them smart in communicating with various companies and people and able to do front office administration.	Prepares person to/carry out processes that are repetitive, on a regular basis, with little application of understanding, more of practice.	3
Professional Knowledge	Prepares person to/carry out processes that are repetitive	Knowledge of facts, principles, processes and general concepts, in a field of work or study.	5
Professional skill	Prepares person to/carry out processes that are repetitive	Recall and demonstrate practical skill, routine and repetitive in narrow range of application	4
Core skill	Prepares person to/carry out processes that are repetitive	Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment	4
Responsibility	Prepares person to/carry out processes that are repetitive	Responsibility for own work and learning.	4

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OPTION B

Title/Name of qualification/component: Certificate Course in ITeS-BPO, Soft Skills and Communicative English			
Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional Knowledge			
Professional skill			
Core skill			
Responsibility			

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SECTION 3
EVIDENCE OF NEED

26	<p>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>It is often said that “hard skills”, which are certain job-specific skills characterized by degrees and diplomas, will get you the interview call, but it is more of your “soft skills” along with the “hard skills” which will ultimately get you the job. Soft Skills enhances an individual’s employability. The phrase soft skills is also known as ‘people skills’, ‘interpersonal skills’, ‘social skills’ or ‘transferable skills’ and is perhaps one of the hardest skills to develop for certain people.</p> <p>It goes without saying that job-related expertise is absolutely necessary, but over the last two, three decades, it has been found that, it is ultimately the soft skills that are more important in determining the success levels of individuals, and which will ultimately determine the success of an organization.</p> <p>The interpersonal dynamics within an organization has evolved. The skill of listening to people, presenting ideas, conflict resolution, and encouraging an open and honest work environment all comes down to knowing how to build and maintain relationships with people within an organization.</p> <p>It is these relationships within an organization that allow people to participate fully in team projects, show appreciation for others, and enlist support for their projects.</p> <p>The following statistics makes the point –</p> <ol style="list-style-type: none"> 1. According to a recent article in <i>The Economic Times</i>, out of three lakh MBA graduates every year, only 10 per cent are employable. 2. A recent report by <i>Business World</i> estimates the number of students graduating each year to be around 50 lakh of which only 25 per cent of which are deemed to be employable. 3. In fact, in a survey conducted by Global Management Consultancy, Hay Group, in India, 74 percent (of the surveyed group of business leaders and HR professionals) said that they have hired graduates who lack the necessary people skills due to a lack of choice. 4. 71 percent believe that less than a quarter of their graduates have the 'people skills' they need. 5. 80 percent of business and HR directors say that graduates who do not develop 'people skills' create toxic work environments. <p>Ruth Malloy, global managing director-leadership and talent, Hay Group said in the report, "Currently we are seeing an awkward generation joining companies across the globe. They've acquired the technical skills and qualifications to secure work but not the soft skills they need to succeed, once they are over the threshold. They find it difficult to fit in, struggle to build relationships, don't deal effectively with stress or get their ideas across in the right way. This is a pronounced problem in the world's key markets."</p> <p>The estimated uptake of this qualification is minimum 300 candidates per year. Since NIELIT Guwahati has 6 extension centres, and with extended training partner, it is minimum 4000 candidate among all minimum enrolment is take it for consideration</p>
27	<p>Recommendation from the concerned Line Ministry of the government/Regulatory Body. To be supported by documentary evidences</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?</p>

	<p>Give justification for presenting a duplicate qualification This course brings a key change in current ICT fashion. The relationship between the Soft skills and Communicative English course and the students will bring out a great change in the students to compete with the fast growing Global world. The Students can also upgrade them by taking further various advance courses to qualify themselves on both analytical and technical knowledge. Both Theory and analytics skills are acquired from this qualification, so that the student may upgrade them by taking further enhancement in Soft Skills</p> <p>http://www.imageconsultinginstitute.com/soft-skills-training-as-a-profession/ http://employmentnews.gov.in/Career_in_Soft_Skills_Training.asp</p> <p>There are other such courses that can be taken in future by doing Certificate course in Soft Skills and Communicative English. Following are the suitable options that can be operated:-</p> <p>Certificate Course in ITeS-BPO(Customer Care)</p> <p>http://www.dnaindia.com/money/interview-bpo-industry-offers-excellent-career-growth-1412882</p>
<p>29</p>	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here. This qualification needs to be monitored and reviewed on regular basis and updated every year, so that newer training techniques and material, in line with global standards can be incorporated into the qualification. But it is worth mentioning that whatever updating is to be done, it must be user friendly and in line with local standards. The following data will be used –</p> <ol style="list-style-type: none"> 1. Trainee feedback questionnaire which will incorporate subjects discussed, training methodology and delivery, trainer quality, time span and relevance. 2. The evaluation results will be used to get an insight into different areas that require more emphasis. 3. Feedback from employers after placement of trainees.

Please attach most relevant and recent documents giving further information about any of the topics above. Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4
EVIDENCE OF PROGRESSION

<p>30</p>	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? Show the career map here to reflect the clear progression</p> <p>This course brings a key change in current ICT fashion. The relationship between the Soft skills and Communicative English course and the students will bring out a</p>
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great change in the students to compete with the fast growing Global world. The Students can also upgrade them by taking further various advance courses to qualify themselves on both analytical and technical knowledge.

Both Theory and analytics skills are acquired from this qualification, so that the student may upgrade them by taking further enhancement in Soft Skills

<http://www.imageconsultinginstitute.com/soft-skills-training-as-a-profession/>
[http://employmentnews.gov.in/Career in Soft Skills Training.asp](http://employmentnews.gov.in/Career_in_Soft_Skills_Training.asp)

There are other such courses that can be taken in future by doing Certificate course in Soft Skills and Communicative English. Following are the suitable options that can be operated:-

Certificate Course in ITeS-BPO(Customer Care)

<http://www.dnaindia.com/money/interview-bpo-industry-offers-excellent-career-growth-1412882>

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

Name of Unit of Qualification : Certificate Course in ITES, Soft Skills & Communicative English.
Duration : 200 Hours (Theory = 80 hrs, Practical = 120 hrs)

Trainer's qualification : Graduate/ Post Graduate with good communication
Skills

SOFT SKILLS = 90 Hrs.

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

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	Skills	<ul style="list-style-type: none"> • Meaning of Communication • The communication process • Communication Channels • Objective of Communication • Attributes of Communication • Categories of Communication • Verbal/Oral Communication • Non Verbal Communication/ Body language • Written Communication • Communication in an organisation • Communication Steps • Difficulties in Communication • Barriers to Communication • Questioning Techniques 	
4	Listening Skills	<ul style="list-style-type: none"> • Difference between Hearing and Listening • The ability to give undivided attention • The ability to show that one is listening • The ability to provide feedback • The ability to differ judgement • The ability to respond appropriately • Barriers to listening • The ability to read body language 	02
5	Leadership Skills	<ul style="list-style-type: none"> • Knowledge of basic leadership qualities • The ability to take leading role in projects • The ability to understand and take alternate roles of a leader and follower • The ability to supervise members in a group 	02
6	Problem Solving	<ul style="list-style-type: none"> • Ability to identify & analyze problems • Be able to evaluate • The ability to arrive at alternate solutions • The ability to think 'out of the box' • The ability to take responsibility • The ability to involve oneself • The STOP method 	02
7	Team Work	<ul style="list-style-type: none"> • Ability to build good rapport, interact & work effectively with others • Team building • Te ability to recognise and respect others attitude, behavior and belief • The ability to contribute to the planning process & coordinate group work • The ability to take responsibility for group 	02

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		work	
8	Corporate Culture	<ul style="list-style-type: none"> • Definition and meaning • Professionalism at workplace • Youthfulness and its role in professional growth • Dynamism and its role in professional growth • The concept of being Goal-Oriented. • How to be a team player. • The role of emotional intelligence • Being proactive • Adaptability to change • Importance of employee evaluation • How to motivate employees • Physical health and leisure time 	02
9	CRM- The Management Model	<ul style="list-style-type: none"> • CRM Concept • CRM- Management Model • The Management Model • Developing a customer oriented perspective • Viewing Customer needs. • Commitment to customers. • Reasons for failure of CRM 	02
10	Telephone etiquettes & Call Handling Skills	<ul style="list-style-type: none"> • Telephone handling skills • Confidence over phone • Service via the telephone • Customer service over telephone • How to say "NO" 	02
11	Time Management	<ul style="list-style-type: none"> • Punctuality and Professionalism. • Obstacle to effective time management • How to overcome the obstacles • Set goals S.M.A.R.T. method 	02
12	Questioning Technique	<ul style="list-style-type: none"> • Understanding questions • Types of questions • Depth and complexity of questions • Effective questioning 	02
13	Cover letter & Resume writing	<ul style="list-style-type: none"> • Drafting of cover letters. • Resume essentials • Characteristic of good resume • Content of Resume • Design , layout of Resume 	02
14	Group Discussion	<ul style="list-style-type: none"> • Importance of Group Discussion • Effective Group Discussion • Leading a Group Discussion • Do's and Don'ts of Group Discussion 	08
15	Personal Interview skills	<ul style="list-style-type: none"> • Understanding the purpose of Interview. • Preparing for Interview • First Impression • Listening skills 	08

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		<ul style="list-style-type: none"> • Effective communication. • Non Verbal Communication 	
16	Public Speaking and Presentation Skills	<ul style="list-style-type: none"> • Understanding the purpose of Public Speaking & Presentation. • Preparing for Presentation • Principles of presentation skills • Effective communication. • Proper use of Body Language 	08
17	Mock P.I./Role plays	<ul style="list-style-type: none"> • Practical Sessions 	15
18	Mock G.D./ Role plays	<ul style="list-style-type: none"> • Practical Sessions 	15
		Theory	36 hrs
		Practical	54 hrs
		Total	90 hrs

COMMUNICTAIVE ENGLISH = 80 Hrs.

SI	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
		Total	80 hrs

COMPUTER SKILLS = 30 Hrs

SI	Modules Contents to be covered	Min No. of Hrs
1	Computer Fundamentals	4
2	Office Automation tools- MS Word, Excel & PowerPoint	16
3	Usage of Internet and Email etiquettes	02
4	Cyber Security	4
5	Overview of IT Act	4

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		Theory	12 hrs
		Practical	18 hrs
		Total	30 hrs

Annexure –II

Placement Records

880 candidates got placement against 1650 short-listed by employers such as Hinduja Global Solutions Ltd., First Source Solutions Ltd, IBM Daksh, Wipro Spectramind, Airtel to name few of them.

Placement Meets were organized regularly for placement of qualified candidates.

Following students placed from NIELIT Guwahati and its extension Centre, on completion of Certificate course in Soft Skills and Communicative English.

S.No	Name of the Candidate	Course name and Year	Organization Name
1	Kabita Das	ITES BPO, 2012	The Assam Tribune, Lay Designer, Article Writer
2	Sunil Paw	ITES BPO, 2013-14	ASTC
3	Bijoy Das	ITES BPO, 2013-14	Apex JPS Group
4	Alok Suklabaidya	ITES BPO, 2014-15	Employee in ONGC
5	Mamoni Mollik	SS&CE ,2015	Kashi Block Industry, Baroholia
6	Rajesh Sangma	SS&CE ,2015	Secrat Heart School, Mazgaon, Tezpur
7	Sumi Hazarika	SS&CE ,2014	Tezpur Head Post Office, Tezpur

Industry Validation

PERFECT TRAINER

Website: www.perfecttrainer.in Email: info@perfecttrainer.in

Ref No. PT/NIELIT/01 Date 26/12/2016

TO WHOM IT MAY CONERN

This is to certify that the following short term certificate courses of NIELIT containing the syllabus as mentioned below are considered for employment positions in the cadre of Front & Back office executive, Office Assistant and Customer Care in our organization .

Course Name: Certificate Course of NIELIT in Soft Skills & Communicative English.

Syllabus for Soft Skills: Module on Personality Development, Telephone Handling, Module on Active Listening, Module on Tele-Marketing and Prospecting, Lesson on "How to face interviews", Group Discussion, Module on Office Etiquette and Module on Customer Care.

Syllabus for Communicative English: Brief introduction to : Spoken variety of English, Indian English and idea of a neutral accent, Refresher classes on English Grammar, Vocabulary, Pronunciation & Spelling (MTI influence) , The concept of Neutral Accent, Phonetic symbols, Word stress, Business English .

We as a consultancy firm do prefer the above courses of NIELIT for employment opportunities to the youths of the region possessing the above certifications. We also inform that as per our project requirement we recruit 20-30 project associates per annum, possessing the above mentioned skill sets as and when required.




Bhargav Kumar Baruah, President
Perfect Trainer

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TO WHOM IT MAY CONERN

This is to certify that the following short term certificate courses of NIELIT containing the syllabus as mentioned below are considered for employment positions in the cadre of Front & Back office executive, Office Assistant and Customer Care in our organization .

Course Name: Certificate Course of NIELIT in Soft Skills & Communicative English.

Syllabus for Soft Skills: Module on Personality Development, Telephone Handling, Module on Active Listening, Module on Tele-Marketing and Prospecting, Lesson on "How to face interviews", Group Discussion, Module on Office Etiquette and Module on Customer Care.

Syllabus for Communicative English: Brief introduction to : Spoken variety of English, Indian English and idea of a neutral accent, Refresher classes on English Grammar, Vocabulary, Pronunciation & Spelling (MTI influence) , The concept of Neutral Accent, Phonetic symbols, Word stress, Business English .

We as a consultancy firm do prefer the above courses of NIELIT for employment opportunities to the youths of the region possessing the above certifications. We also inform that as per our project requirement we recruit 20-30 project associates per annum, possessing the above mentioned skill sets as and when required.

Lipika Bora
(Lipika Bora)
DIRECTOR

Annexure –IV

Indicative list of tools/equipment to conduct the training (Annexure-IV)

Multimedia Projector, Audio Visual Set up, PC etc

NSQC Approved

Annexure –V

Trainer's Qualificaiton (Annexure-V)

Trainer's qualification : Graduate/ Post Graduate with good
communication Skills