

WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION**SYLLABUS FOR CLASSES XI AND XII****SECTOR: IT/ITES****JOB ROLE: DOMESTIC CRM – VOICE****COURSE OVERVIEW:****COURSE TITLE: IT/ITeS – DOMESTIC CRM – VOICE**

Domestic CRM Voice in the IT-ITeS Industry is also known as a Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative. Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine with the assistance of a computerised system. They answer inquiries, resolve problems, record complaints and/or receive feedback. This job requires the individual to work independently and interact with customers. The individual should be result oriented and should also be able to demonstrate logical thinking and interpersonal skills; ensure prioritization of workload and should be willing to work at a desk-based job.

COURSE OUTCOMES: On completion of the course, students should be able to:

- Apply effective oral and written communication skills to interact with people and customers;
- Identify the principal components of a computer system;
- Demonstrate the basic skills of using computer;
- Demonstrate self-management skills;
- Demonstrate the ability to provide a self-analysis in context of entrepreneurial skills and abilities;
- Demonstrate the knowledge of the importance of green skills in meeting the challenges of sustainable development and environment protection;
- Manage the work to meet requirements;
- Maintain a healthy, safe and secure working environment
- Assist in performing software construction and software testing entry-level tasks in the IT
- Services industry
- Demonstrate basic computer operations
- Demonstrate to use operating system, browser, and internet,
- Explain the importance of it-ites sector,
- Explain the need for outsourcing,
- List some of the outsourced functions,
- List trends in the bpo industry,
- Differentiate between domestic and international bpo sectors,
- Distinguish between voice process and non-voice process
- Interpret the meanings of the terms inbound and outbound calls, KPO, HRO, IPO,
- Examine the work environment in a typical BPO,
- Explain the purpose of the training program,
- Recognise the roles and responsibilities of a domestic voice,
- Identify the base sound of the letters of the english alphabet,
- Assess the need to speak and understand the english language,
- Assess the need to possess a neutral hindi language,
- Determine how to speak in a neutral hindi language,
- Discuss the importance of listening,
- Analyse how to be an active listener.
- Determine how to work as a team.
- List the commonly used terminologies in a bpo and use them in conversation.
- Analyse the techniques for making a positive first impression.

- Discuss how to introduce yourself to peers, bosses and customers appropriately.
- Identify your personal strengths and weaknesses.
- Discuss how to introduce yourselves effectively while meeting.
- Determine how to start a conversation by greeting.
- Analyse how to give compliments to your customers and colleagues.
- List Ways to express your comments in positive way.
- Explain the call flow
- Interpret how to take a call.
- Identify the different keys on an acd phone.
- Explain the importance of data security.
- Assess how to maintain information and data security.
- Explain call centre metrics.
- Analyse the terms most frequently used in the call centre.
- Explain the importance of being flexible and adapting to change.
- Explain who is a customer.
- List the different types of customers.
- Determine customer expectation.
- Discover how to meet customer expectations.
- Explain the importance of great customer service.
- List the rules for great customer service.
- Evaluate common courtesies in conversations.
- Apply telephone etiquette while taking or making a call.
- Determine how to make tele-sale call.
- Discuss how to up-sell or cross-sell other products/services.
- Identify a confused customer.
- List the techniques to handle a confused customer effectively.
- Identify a demanding customer.
- List The techniques to handle a demanding customer.
- Identify who is a cost-conscious customer.
- List the techniques to handle a cost conscious customer.
- List the techniques to take an order.
- Identify an irate customer.
- List the techniques to handle an irate customer.
- Explain how to make a collection call.
- Identify the various types of collection calls.
- Examine how to ask the right kind of questions to the customer at the appropriate time.
- Explain what a complaint is.
- List the reasons for complaints.
- List the techniques to handle complaints and objections.
- Determine your roles and responsibilities.
- Identify the skills sets needed to carry out your roles and responsibilities.
- Follow organisation policies, rules and service level agreements.
- Develop contact with the customers using standard organisational procedures.
- Determine your roles and responsibilities.
- Identify the skills sets needed to carry out your roles and responsibilities.
- Follow organisation policies, rules and service level agreements.
- Develop contact with the customers using standard organisational procedures.
- Discover how to deal with occupational hazards.

COURSE STRUCTURE

JOB ROLE: DOMESTIC CRM VOICE									
SECTOR: IT/ITES									
Class	Semester	Contact Hours					Marks		
		Employability Skills	Domain (Theory & Practical)	Practical Exam/Written Test/ Viva	Project (Practical File/Student Portfolio/ Viva Voce)	Total	Theory		Practical
XI	I	70	45	-	-	115	25	Sum of Sem I & Sem II = 50	NIL
	II	40	120	10	15	185	25		50
XII	III	70	90	-	-	160	25	Sum of Sem III & Sem IV = 50	NIL
	IV	40	75	10	15	140	25		50

JOB ROLE: DOMESTIC CRM VOICE**Class XI [Total Theory Marks: 25]****Class XI SEMESTER I TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Tuition Hours	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skill-III	25	2
2	Unit 2: Self-management Skill-III	25	2
3	Unit 3: Basic ICT Skill-III	20	2
	Part B: Vocational Skills	45	
4	Unit 1: Introduction to IT/ITeS Industry	20	9
5	Unit 2: CRM Domestic Voice Representative Training	25	10
Total		115	25

Class XI SEMESTER II TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 4: Entrepreneurial Skills-III	25	1	2	3
2	Unit 5: Green Skills-III	15	1	2	3
	Part B: Vocational Skills	120			
3	Unit 3: Outbound Calls: Interacting with Customer	60	2	4	6
4	Unit 4: Using CRM Application: FreeCRM	20	2	3	5
5	Unit 5: Work Management	20	1	3	4
6	Unit 6: Workplace Safety and Hazards	20	1	3	4
	Part C: Practical Work	10			
7	Practical Examination	06			
8	Written Test	01			
9	Viva Voce	03			
	Part D: Project Work/ Field Visit	15			
10	Practical File / Student Portfolio	10			
11	Viva Voce	05			
Total		185	8	17	25

JOB ROLE: DOMESTIC CRM VOICE**Class XII [Total Theory Marks: 25]****Class XII SEMESTER III TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Tuition Hours	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skills – IV	25	2
2	Unit 2: Self-management Skills – IV	25	2
3	Unit 3: Basic ICT Skills – IV	20	2
	Part B: Vocational Skills	90	
4	Unit 1: Relational Database Management System - MySQL	45	9
5	Unit 2: Customer Query Management	45	10
Total		160	25

Class XII SEMESTER IV TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 4: Entrepreneurial Skills – IV	25	1	2	3
2	Unit 5: Green Skills – IV	15	1	2	3
	Part B: Vocational Skills	75			
3	Unit 3: Zoho CRM Application	45	4	6	10
4	Unit 4: Occupational Health, Safety and Security	30	2	7	9
	Part C: Practical Work	10			
5	Practical Examination	06			
6	Written Test	01			
7	Viva Voce	03			
	Part D: Project Work/ Field Visit	15			
8	Practical File / Student Portfolio	10			
9	Viva Voce	05			
Total		140	8	17	25

DETAIL SYLLABUS**CLASS - XI****SEMESTER – I**

Part A: Employability Skills			
Unit 1: Communication Skills – III			
Learning Outcome	Theory (10Hours)	Practical (15 Hours)	Duration (25 Hrs)
1. Demonstrate knowledge of effective communication	Introduction to communication Importance of communication Elements of communication Perspectives in communication Effective communication	Role-play on the communication process, Group discussion on the importance of communication and factors affecting perspectives in communication, Classroom discussion on the 7Cs of effective communication (i.e. Clear, Concise, Concrete, Correct, Coherent, Courteous and Complete), Chart making on elements of communication.	03
2. Demonstrate verbal communication	Verbal communication Public Speaking	Role play of a phone conversation, Group exercise on delivering a speech and practicing public speaking	02
3. Demonstrate non-verbal communication	Importance of non-verbal communication, Types of non-verbal communication, Visual communication	Role plays on non-verbal communication, Group exercise and discussion on Do's and Don'ts to avoid body language mistakes, Group activity on methods of communication.	02
4. Use correct pronunciation	Pronunciation basics, Speaking properly, Phonetics, Types of sounds	Group exercises on pronouncing words,	01
5. Demonstrate the knowledge of assertive communication style	• Important Communication styles, • Assertive Communication, • Advantages Of Assertive communication, • Practicing Assertive communication.	• Group discussion on communication styles, • Group Discussion On Observing and sharing communication styles.	02

6. Demonstrate The knowledge of saying no	• Steps For Saying“No” • Connecting Words(Conjunctions)	• Group Discussion On How To respond, • Group Discussion On How To Say ‘No’	01
7. Identify and use parts of speech in writing	• Capitalisation, • Punctuation, • Basic Parts Of Speech, • Supporting Parts Of Speech	• Group Exercises On Identifying parts of speech, • Group Activity On Constructing sentences, • Group exercises on nouns.	02
8. Write Sentences and paragraphs	• Parts Of A Sentence, • Types Of Object, • Types Of Sentences, • Paragraph	• Exercises On Making Sentences, • Activity On Active And Passive voice, • Assignment On Writing Different types of sentences.	01
9. Communicate With people	• Greetings, • Introducingselfandothers	• Role-play on formal and informal greetings, • Role-play introducing someone, • Practice session and group discussion greeting different people	01
10. Introduce Yourself to others and write about oneself	• Talkingaboutself, • Filling Out A Form To Write About self	• Practicing Self-introduction to write about self, • Fillingupformstowriteabout self	01
11. Develop questioning skill	• Main Types Of Questions, • Forming Closed And Open ended questions	• Exercise On Asking Different types of questions, • Group Activity On Framing Open ended and close ended questions.	01
12. Communicate information about family to others	• Namesofrelatives, • Relations	• Practicetakingaboutfamily, • Role-plyo talking about family members	01
13. Describe Habits and routines	• Concept Of Habits And Routines	• Group Discussion Habits And routines, • Group Activity On Describing routines.	01
14. Ask or give directions to others	• Asking for directions to place, • Giving Directions For Place.	• Role-play on asking and giving directions, • Identifying symbols used for giving directions.	01
Unit 2: Self-management Skills – III			
Learning Outcome	Theory(10 Hours)	Practical(15 Hours)	25
1. Identify and analyse own strengths and weaknesses	• Knowing yourself, • Identifying strengths and weaknesses, • Difference Between Interests and abilities.	• Activity On Writing Aim In Life, • Prepare a worksheet on interests and abilities.	02

2. Demonstrate personal grooming skills	Guidelines For Dressing And grooming,	- Role-play on dressing and grooming standards, - Self-reflection activity on dressing and grooming.	02
3. Maintain personal hygiene	- Importance Of Personal Hygiene - Threestepstopersonalhygiene - Essential Steps Of Handwashing	- Role-play on personal hygiene, - Assignmentonpersonal hygiene.	02
4. Demonstrate The knowledge of working in a team and participating in group activities	- Describe The Benefits Of teamwork, - Working in a team.	- Assignmentonworkingina team, - Self-reflection on teamwork.	02
5. Describe the importance of networking skills	- Benefits Of Networking Skills, - Steps To Build Networking Skills.	- Group Exercise On Networking inaction, - Assignment On Networking Skills.	01
6. Describe the meaning and importance of self-motivation	- Self-motivation, - Types Of Motivation, - Qualities Of Self-motivation.	- Activity On Staying Motivated, - Assignment On Reasons hindering motivation.	02
7. Set SMART goals	- Meaning Of Goals And Purpose of goal-setting, - Setting SMART (Specific, Measurable, Attainable, Realistic and Timebound) goals	- Assignment on setting SMART goals, - Activity on developing long- term and short-term goals using SMART method.	02
8. Apply time management strategies and techniques	- Time Management, - Steps For Effective Time management	- Preparing Checklist Of Daily activities, - Preparing To-do-list.	02
Unit 3: Information and Communication Technology Skills – III			
Learning Outcome	Theory (08 Hours)	Practical(12 Hours)	20

1. Create a document on the word processor	• Introduction to ICT, • Advantages of using a word processor, • Working with Libre Office Writer	• Group activity on demonstration and practice of the following: • Creating New Document • Typing Test • Saving the text • Opening And Saving File In Microsoft Word/LibreOffice Writer	02
2. Identify Icons On the toolbar	• Standard user interface of LibreOffice Writer • Statusbar, • Menubar, • Toolbar • Making Text Bold	• Group activity on using basic user interface of LibreOffice Writer, • Group Activity On Working With Microsoft Word.	02
3. Save, close, open and print document	• Saving Document, • Closing Document, • Opening An Existing Document, • Printing Document	• Group activity on perform functions for saving, closing and printing documents in LibreOffice Writer, • Group activity on performing the functions to save, close and print documents.	02
4. Format text in a document	• Changing style and size of text • Aligning Text, • Cutting, Copying, Pasting text, • Find And Replace	• Group activity on formatting text in Libre Office Writer, • Group Activity On Formatting text in Microsoft Word	02
5. Check Spelling And grammar in a word document	• Starting Spell checker, • Short-cut menu for spell checker, • Autocorrect Spelling.	• Group activity on checking spelling and grammar using LibreOffice Writer, • Group activity on checking spelling and grammar using Microsoft Word	02
6. Insert lists, tables, pictures, and shapes in word document	• Inserting Bullet List, number list in document, • Inserting Tables in document, • Inserting Pictures in document, • Inserting Shapes in document,	• Practical Exercise Of Inserting lists and tables in LibreOffice Writer	03
7. Insert Header, footer and page number in a word document	• Inserting Header, • Inserting Footer, • Inserting Page Number, • Inserting Page Count	• Practical Exercise Of Inserting header, footer and page numbers in LibreOffice Writer and Microsoft Word.	03
8. Make change By using the track changes options word document	• Tracking Option • Manage Option Compared documents	• Group Activity On Performing track changes in LibreOffice Writer and Microsoft Word	04

Part B: Vocational Skills			
Unit 1: Introduction to IT-ITeS Industry			
Learning Outcome	Theory (08 Hours)	Practical (07 Hours)	Duration (15 Hrs)
1. Describe IT and ITeS	Meaning of IT and ITeS, Growth of IT sector in India, BPO companies, Scope of ITeS in India, Employment trends in ITeS and Outsourcing, Different sectors in outsourcing, Call Centre, KPO IT services outsourcing, Trends in BPO industry, Technologies in outsourcing, Voice process – Inbound and Outbound calls	Visit the IT-ITeS industry and note down their work, Collect the information about the global and national growth in IT-ITeS sector, List the employment trends in ITeS sector, List the different sectors in outsourcing, List the IT services in outsourcing, List the trends and technologies in outsourcing, Write about the voice process – inbound and outbound calls.	20
Unit 2: CRM Domestic Voice Representative Training			
Learning Outcome	Theory (10 Hours)	Practical (10 Hours)	Duration (20 Hrs)
1. Get the training of CRM Domestic Voice Representative	Purpose of training of CRM Domestic Voice Representative, Role and Responsibilities of CRM Domestic Voice, Personal attributes of CRM Domestic Voice, Professional skills required by CRM Domestic Voice	Identify the purpose of training of CRM Domestic Voice Representative, List the Roles and Responsibilities of CRM Domestic Voice, List the Personal attributes of CRM Domestic Voice, List the Professional skills for CRM Domestic Voice.	20

DETAIL SYLLABUS

CLASS - XI

SEMESTER – II

Part A: Employability Skills			
Unit 4: Entrepreneurial Skills–III			
Learning Outcome	Theory(10Hours)	Practical(15Hours)	25
1. Differentiate between different kinds of businesses	• Introduction To Entrepreneurship • Types of business activities – manufacturing, trading and service.	• Roleplay On Different Kind Of business around us.	03
2. Describe the significance of entrepreneurial values	• Values of an Entrepreneur, • Case Study On Qualities Of An entrepreneur.	• Roleplay On Qualities Of An entrepreneur	03
3. Describe The attitudinal changes required to become an entrepreneur	• Difference between the attitude of entrepreneur and employee.	• Interviewing employees and entrepreneurs.	03

4. Describe The importance of thinking like an entrepreneur	• Problems Of Entrepreneurs • Problem-solving, • Thinking Like An Entrepreneur To solve problems.	• Group Activity On Identifying and solving problems	04
5. Generate Business ideas	• The Business Cycle, • Principles Of Idea Creation, • Generating A Business Idea, • Case studies.	• Group Activity To Create business ideas.	04
6. Describe Customer needs and importance of conducting a customer survey	• Understanding Customer Needs • Conducting Customer Survey	• Group Activity To Conduct A customer survey	04

7. Create Business plan	• Importance Of Business planning, • Preparing A Business Plan, • Principlestofollowforgrowinga business, • Case studies	• Group Activity On Developing A business plan	04
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Unit5: Green Skills–III

Learning Outcome	Theory(07Hours)	Practical(08Hours)	15
1. Describe importance of the main sector of the green economy	• Important Sectors Of The Green economy- Agriculture,Energy resources,Construction, Fisheries, Forestry, Tourism, Transport,Water Management, Waste Management, Manufacturing,Industry.	• Group Discussion On Sectors Of green economy, • Poster Making On Various Sectors for promoting green economy	06
2. Describe The policies for the green economy	• Policies For A Green Economy	• Group Discussion Initiatives for promoting the green economy, • Writinganessayorshortnoteon initiative for promoting the green economy.	03

3. Describe The Major green sector/are a and the role of various stakeholders in green economy	Stakeholders In The Green economy	- Group Discussion On The Role Of stakeholders in green economy, - Making solar bulbs.	03
4. Identify the role of government and private agencies in the green economy	- Role of the government in promoting a green economy, - Role Of Private Agencies In promoting green economy.	- Group Discussion The Role Of government and private agencies promoting green economy. - Preparing posters on green sectors.	03

Part B: Vocational Skills

Unit 3: Outbound Calls				
Sl	Learning Outcome	Theory (12 Hours)	Practical (18 Hours)	60
1.	Interact with customers	Common vocabulary of Domestic BPO – Abandoned call, Adherence to schedule, After-Call Work (ACW), Agent, Agent group, Agent Out Call, Answered supervision, Answered call, Audiotex, Auto Wrap-up, Automated attendant, Automatic Call Distribution (ACD), Work state, Average Handle Time (AHT), Beep tone, Call blending, Call-by-call routing, Call forcing, Calls in queue, Collateral duties, Conditional routing, Database call handling, Delay, Delay announcements, Error rate, Effectiveness of agent, Fast clear down.	- List the common vocabulary terms in Domestic BPO, - Practice to interact using common vocabulary of a Domestic BPO	06
2.	Demonstrate to make good first impression	- Points to create a good first impression, - While opening the call, - During the call.	- List the points to create a good first impression, - Demonstrate to greet while opening the call, and during the call.	06

3.	Introduce yourself	- The art of introducing yourself, - Introducing yourself to Peers and Bosses, - Introducing yourself to customers – Inbound calls, - Introducing yourself to customers – Telesale calls, - Introducing yourself to customers – Collection calls, - Personal Strengths and Weaknesses, - Compose 'Strengths', - Ways to Overcome Weaknesses	- Demonstrate to introduce yourself, - Demonstrate to introduce yourself to customers in Inbound calls, - Demonstrate to introduce yourself to customers in Telesale calls, - Demonstrate to introduce yourself to customers in Collection calls, - Identify and list your personal Strengths and Weaknesses, - List the ways to to overcome weaknesses.	06
4.	Meet and Greet Customers	- The need and importance of meet and greet, - Ways to Greet, - Need for complementing and commenting, - Giving and receiving compliments and comments, - Importance of Complimenting and Commenting	- The need and importance of meet and greet, - Ways to Greet, - Need for complementing and commenting, - Giving and receiving compliments and comments, - Importance of Complimenting and Commenting	06
5.	Describe the Call	Concept of information	Demonstrate to maintain	06
	Flow or Call Routing	- security, - Client Confidentiality, - Data Security, - Call Centre Measures.	confidentiality of data and security of customer calling Call Centre.	
6.	Deemonstrate to Meet the Customer's Expectations	- External Customers, - Internal Customers, - Customer Expectations, - Customer Service, - General Courtesies, - Courtesies while Opening a Call, - Courtesies during a Call	- Demonstrate to interact with External Customers and Internal Customers, - Identify the Customer Expectations, - Demonstrate to provide Customer Service, - Demonstrate the courtesies while opening a call, and during a call	06
7.	Follow the Telephone Etiquette	- Behaviour while on a Call, - Don'ts of Telephone Etiquette, - Dos of Telephone Etiquette, - The First Call, - Qualities to be developed Telesale Call to make a Telesale Call, - The Follow-up Call, - Challenges during a Telesales Call.	- List the Telephone Etiquette with Do's and Dont's - Demonstrate to follow the Telephone Etiquette with Do's and Dont's, - Demonstrate the qualities to be developed to make a Telesale Call, - List the challenges during a Telesales Call	06

8.	Describe the concept of Upsell or Cross sell	• Concept of Upselling, • Concept of Cross-selling, • Customer's Sales Record, • Confused Customer, • Characteristics of a Confused Customer, • Handling a Confused Customer	• Demonstrate to handle a Confused Customer	06
9.	Make Collection Call – Outbound calls	• Types of Collection calls - Information Call, Soft Collection Call, Hard Collection Call, Complaint Handling Call, • Examples of Collection calls.	• List the types of Collection calls, • Demonstrate the examples of different types of Collection calls,	06
10.	Handle Customer Complaint	• Types of customer complaints, • Handle Complaints Effectively, • Handle Objections Effectively, • Ways to Deal with Issues Outside the area of your competence,	• List the types of customer complaints, • Demonstrate to handle Complaints Effectively, • Demonstrate to handle Objections Effectively, • Demonstrate the ways to deal with Issues Outside the area of your competence.	06

Unit 4: Using Free CRM Application				
Sn	Learning Outcome	Theory (15 Hours)	Practical (20 Hours)	30
1.	Demonstrate to use Free CRM application	• Introduction to Free CRM software, • Basic Steps to Login in, • User interface and Menues, • Various CRM activities.	• Login in the CRM application, • Observe the User interface and Menues, • List various CRM activities performed in Free CRM.	04
2.	Describe the features of Free CRM application	• Features of Free CRM application – Default Company, Shortlist, Message Board, Custom Views, Schedule Call, Create Meeting, Call List, POP Accounts, Resources, Team View, Importing and Exporting contacts, Sales Targets, Profile Setup, Calendar	• List the features of Free CRM application.	10
3.	Demonstate to use Free CRM application	• Creating an Event, • Company – Creating/ Editing a New Company, • Contact – Creating/ Editing a New Contact, • Deal – Creating/ Editing a New Deal, • Task – Creating/ Editing Task, • Case – Creating/ Editing Case, • Call– Creating/ Editing Call, • Call List, • Call Scripts, • e-mail , e-mail Campaigns, • Document, Form, Report, Setup, Import	• Demonstrate to creating an Event, • Demonstrate to Creating/ Editing a New Company, • Demonstrate to Creating/ Editing a New Contact, • Demonstrate to Creating/ Editing a New Deal, • Demonstrate to Creating/ Editing Task, • Demonstrate to Creating/ Editing Case, • Demonstrate to Creating/ Editing Call,	16

Unit 5: Work Management				
Sn	Learning Outcome	Theory (10 Hours)	Practical (10 Hours)	20
1.	Describe the Voice Process	- Ways and skills required for accepting orders (Voice), - Customer Service, - Telesales, - Collection,	- Demonstrate to accept orders (Voice), - Demonstrate the Customer Service on Voice,	07
2.	Describe the Voice Process	- Non-Voice process, - Data Entry, - Generic Competence.	Demonstrate Non-Voice process using Data Entry.	07
3.	Describe the Standard Organisational Policies and Process	- Standard Organisational Policies, - Standard Organisational Procedures	- Demonstrate the Standard Organisational Policies, - Demonstrate the Standard Organisational Procedures	06

Unit 6: Workplace Safety and Hazards				
Sn	Learning Outcome	Theory (10 Hours)	Practical (10 Hours)	20
1.	Describe the Prevention of Disasters and Risk Events	- Prevention of Disasters and Risk Events - Fire Safety, - Falls and Slips, - First Aid, - Security, - Electrical Safety	- Identify the different types of Disasters and Risk Events, - Prepare a chart for prevention of various Disasters and Risk Events – Fire Safety, Falls and Slips, First Aid, Security, Electrical Safety	08
2.	Deal with Accidents and Emergencies	- Accidents and Emergencies, - Types of Accidents, - Handling Accidents	- List the types of Accidents and Emergencies, - Demonstrate the ways to Handle Accidents	06
3.	Deal with Occupational Health and Hazards	- Common health issues, - Potential Sources of Hazards in an Organisation, - General Evacuation Procedures, - Safety Guidelines Checklist	- List the common health issues, - Identify the Potential Sources of Hazards in an Organisation, - Demonstrate to follow General Evacuation Procedures, - Follow Safety Guidelines.	06

DETAIL SYLLABUS

CLASS - XII

SEMESTER – III

Part A: Employability Skills

Unit 1: Communication Skills – IV				
Sn	Learning Outcome	Theory (10 Hours)	Practical (15 Hours)	25
1.	Demonstrate active listening skills	- Active listening -listening skill and stages of active listening, - Overcoming barriers to active listening.	- Group discussion on the factors affecting active listening, - Preparing posters of steps for active listening, - Role-play on negative effects of not listening actively.	08
2.	Identify the parts of speech	- Parts of speech – using capitals, punctuation, basic parts of speech, supporting parts of speech, - Supporting parts of speech.	- Group practice on identifying parts of speech. - Group practice on constructing sentences.	08
3.	Write sentences	- Writing simple sentence, - Writing complex sentence, - Types of object, - Types of sentences - Active and Passive sentences, - Statement/Declarative sentence, - Question/Interrogative sentence, - Emotion/Reaction or Exclamatory sentence, - Order or Imperative sentence.	- Group work on writing sentences and paragraphs, - Group work on practicing writing sentences in active or passive voice, - Group activity on writing different types of sentences (i.e., declarative, exclamatory, interrogative and imperative)	09

Unit 2: Self-management Skills – IV				
Sn	Learning Outcome	Theory (10 Hours)	Practical (15 Hours)	25
1.	Describe the various factors influencing motivation and positive attitude	- Motivation and positive attitude, - Intrinsic and extrinsic motivation - Positive attitude – ways to	- Role Play on avoiding stressful situation, - Activity on listing negative situations and ways to turn it	09
		- maintain positive attitude, - Stress and stress management - ways to manage stress	positive.	
2.	Demonstrate the knowledge of becoming oriented	- Becoming result oriented, - Goal setting – examples of result-oriented goals.	Group activity on listing sim in life.	08

3.	Describe the importance of self-awareness and the basic personality traits, types and disorders	- Steps towards self-awareness, - Personality and basic personality traits, - Common personality disorders- - Suspicious, - Emotional and impulsive, - Anxious, - Steps to overcome personality disorders	Group discussion on self awareness.	08
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Unit 3: Information and Communication Technology Skills – IV				
Sn	Learning Outcome	Theory (06 Hours)	Practical (14 Hours)	20
1.	Identify the components of a spreadsheet application	- Getting started with spreadsheet – types of a spreadsheet, components of a worksheet, - Steps to start LibreOffice Calc, - Components of worksheet	Group activity on identifying components of spreadsheet in LibreOffice Calc	02
2.	Perform basic operations in a spreadsheet	- Opening workbook and entering data – types of data, steps to enter data, editing and deleting data in a cell, - Selecting multiple cells, - Saving the spreadsheet in various formats, - Closing the spreadsheet, - Opening the spreadsheet, - Printing the spreadsheet.	Group activity on working with data on LibreOffice Calc	03
3.	Demonstrate the knowledge of working with data and formatting text	- Using a spreadsheet for addition – adding value directly, adding by using cell address, using a mouse to select values in a formula, using sum function, copying and moving formula, - Need to format cell and content, - Changing text style and font size, - Aligning text in a cell, - Highlighting text.	- Group activity on formatting a spreadsheet in LibreOffice Calc - Group activity on performing basic calculations in LibreOffice Calc.	02
4.	Demonstrate the knowledge of using advanced features in spreadsheet	- Sorting data, - Filtering data, - Protecting spreadsheet with password	Group activity on sorting data in LibreOffice Calc	03

5.	Make use of the software used for making slide presentations	- Steps to start LibreOffice Impress, - Adding text to a slide presentation	Group practice on working with LibreOffice Impress tools	02
6.	Demonstrate the knowledge to open, close and save slide presentations	Open, Close, Save and Print a slide presentation	Group activity on saving, closing and opening a presentation in LibreOffice Impress	01
7.	Demonstrate the operations related to slides and texts in the presentation	Working with slides and text in a presentation- adding slides to a presentation, deleting slides, adding and formatting text, highlighting text, aligning text, changing text colour	Group practice on working with font styles and types in LibreOffice Impress.	04
8.	Demonstrate the use of advanced features in a presentation	- Advanced features used in the presentation, - Inserting shapes in the presentation, - Inserting clipart and images in the presentation, - Changing slide layout.	Group activity on changing slide layout in LibreOffice Impress.	03

Part B: Vocational Skills

Unit 1: Relational Database Management System – MySQL				
Sn	Learning Outcome	Theory (20 Hours)	Practical (25 Hours)	45
1.	Describe the database management concepts	• Introduction to database systems, • File system and its limitations • Database management systems (DBMS), • Limitations, advantages and disadvantages of DBMS, • Comparison of DBMS with File System, • Concepts in DBMS, • Relational data model, • Keys in Relational database – Candidate key, Primary key, Composite Primary Key, Foreign Key	• List the requirement of database system, • List and compare the the various DBMS • List the uses of DBMS in real life, • Prepare the database table of real life examples – relatives, friends, classmates, telephone, • Identify the fields and records in the database table, • Identify the primary key and other keys in the database table,	15
2.	Describe Structured Query Language	• Structured Query Language (SQL) • Installing RDBMS package (MySQL), • Data Types and Constraints in MySQL • Types of SQL – DDL, DML, DQL, TCL, DCL • Data Definition Language (DDL) commands, • Data Manipulation Language (DML) commands, • Data Query Language (DQL) commands, • Data Control Language (DCL) commands, • Transaction Control Language (TCL) commands.	• List and identify different data types in SQL, • List and identify various constraints in data table, • Use DDL commands to create Database, Table, View, • Use Alter command to modify table structure, • Use Drop and Truncate command on Table, • Use DML commands to insert data records in Table, • Use Update and Delete command to modify records, • Use DCL command Select to retrieve data records, • Use DCL command Grant and Revoke to authorise and withdraw privileges for data operation, • Use TCL command Commit to	15
			save, Rollback and SavePoint command to undo the data transaction in Table	
3.	Use functions in SQL	• SQL functions - Single Row Functions and Aggregate functions, • Single Row Functions – Math Functions, String Functions, Date and Time Functions, • Aggregate Functions • GROUP BY clause in SQL • Operations on Relations – Union, Intersect, Minus, Cartesian Product • Using two relations in a query - JOIN on two tables,	• List the various Single Row Functions and Aggregate functions, • Demonstrate to use math functions, • Demonstrate to use string functions, • Demonstrate to use Date and Time functions, • Demonstrate to use Aggregate functions in SQL • Demonstrate to join two tables in SQL	15

Unit 2: Customer Query Management				
Sn	Learning Outcome	Theory (20 Hours)	Practical (25 Hours)	45
1.	Describe Customer Queries	• Role and Importance of CRM Voice Representative, • Greeting a Customer, • Answer Customer Service Calls, • Call Opening (Flow), • Steps to take a call, • Principles of Active Listening, • Empathy and Sympathy.	• Write a Scripts for active listening, • Case Study to show proper empathy and acknowledgement, • Empathy in Customer Service Role-Play	15
2.	Manage Customer Queries	• Tools for query management, • Resolving Queries within Area of Competence or Authority, • Confirmation that queries have been satisfactorily resolved, • Raising service tickets,	• List the Tools for query management, • Case Study: Techniques for conveying concern and commitment, • Visit a customer care center and observe its working.	10
3.	Document the Customer Queries	• Reference Guides or Support Materials to Resolve Queries,	• Case Study to Refer to the Supporting Material, • Handling Objections and Conveying Concern	10
4.	Manage Query Resolution	• Types of customers – New customers, Attractive customer, Angry customers, Insistent customers, Loyal customers, • Templates to record a query, • Rule-Based Analysis on the Data/Information, • Technologies used in a voice process,	• Identify and list the types of customers based on interaction, • Design templates to record a query, • Use different techniques to obtain data/information, • List the technologies used in a voice process,	10

DETAIL SYLLABUS

CLASS - XII

SEMESTER – IV

Part A: Employability Skills

Unit 4: Entrepreneurial Skills – IV				
Sn	Learning Outcome	Theory (10 Hours)	Practical (15 Hours)	25
1.	Describe the concept of entrepreneurship and the types and roles and functions entrepreneur	• Entrepreneurship and entrepreneur, • Characteristics of entrepreneurship, • Entrepreneurship-art and science, • Qualities of a successful entrepreneur, • Types of entrepreneurs, • Roles and functions of an entrepreneur, • What motivates an entrepreneur? • Identifying opportunities and risk-taking, • Startups.	• Group discussion on the topic "An entrepreneur is not born but created". • Conducting a classroom quiz on various aspects of entrepreneurship. •	10
2.	Identify the barriers to entrepreneurship	• Barriers to entrepreneurship, • Environmental barriers, • Faulty business plan, • Personal barriers	• Group discussion about "What we fear about entrepreneurship" • Activity on taking an interview	05
			of an entrepreneur.	
3.	Identify the attitude that make entrepreneur successful	• Entrepreneurial attitude.	• Group activity on identifying entrepreneurial attitude.	05
4.	Demonstrate the knowledge of entrepreneurial attitude and competencies	• Entrepreneurial competencies • Decisiveness, • Initiative • Interpersonal skills-positive attitude, stress management • Perseverance • Organisational skills- time management, goal setting, efficiency, managing quality.	• Playing games, such as "Who am I". • Brainstorming a business ideas • Group practice on "Best out of Waste" • Group discussion on the topic of "Let's grow together" • Group activity on listing stress and methods to deal with it like Yoga, deep breathing exercise.	05

Unit 5: Green Skills – IV				
Sn	Learning Outcome	Theory (05 Hours)	Practical (10 Hours)	15
1.	Identify the benefits of the green jobs	• Green jobs • Benefits of green jobs • Green jobs in different sectors: • Agriculture • Transportation • Water conservation • Solar and wind energy • Eco-tourism • Building and construction • Solid waste management • Appropriate technology	• Group discussion on the importance of green job, •	08
2	State the importance of green jobs	• Importance of green jobs in • Limiting greenhouse gas emissions, • Minimizing waste and pollution, • Protecting and restoring ecosystems, • Adapting to the effects of climate change	• Preparing posters on green jobs, • Group activity on tree plantation.	07

Part B: Vocational Skills

Unit 3: Zoho CRM Application

Sn	Learning Outcome	Theory (20 Hours)	Practical (25 Hours)	40
1.	Describe and work with Zoho Desk	• Introduction to Zoho Desk, • Functionalities of Zoho Desk, • Specifications in Zoho CRM, • Supppts and system & storage requirement, • Creating a Zoho Sign account, • Setting up Zoho Sign account, • User Profile, • Steps to access your user profile, • Set up your signature, • Organization details, • Account Settings.	• Demonstrate to creating a Zoho Sign account, • Create a Zoho Sign-in Account, • Demonstrate to access your user profile, • Demonstrate to set up your signature, • Demonstrate to add a Logo to Zoho account, • Demonstrate the Account Settings in Zoho.	15
2.	Manage Data	• Managing Data in in Zoho, • Importing Data in Zoho, • Expoerting Data in Zoho, • Navigate Records, • Advanced Filters, • Bulk record actions, • Organize events using Zoho CRM Calendar, • Manage Data Storage Space, • Manage File Storage	• Demonstrate to Navigate Records, • Demonstrate to use Advanced Filters, • Demonstrate to Organize events using Zoho CRM Calendar, • Manage to Manage Data Storage and File Storage,	15
3.	Import and Export Data	• Minor projects such as financial system, college management system, library management system to be implemented by using Python.	• Develop minor project based on SRS for a given case study using python. • Document the given project and prepare the project report	10
4.	Create Contacts	• Importing Data to Zoho CRM, • Export CRM Data, • Options to Export CRM Data – Export module data, Take a complete backup, Export reports,	• Demonstrate to Import and Export Data in Zoho, • Demonstrate the options to Export CRM Data	05

Unit 4: Occupational Health, Safety and Security

Sn	Learning Outcome	Theory (15 Hours)	Practical (15 Hours)	30
1.	Practice Health, Safety and Security at workplace	• Introduction to health, safety and security at work place, • Policies and procedures for health, safety and security, • Reasons for Health, Safety and Security Programs or Policies in Workplace, • Breaches in Health, Safety and Security and Accident Report,	• Demonstrate to practice health, safety and security at work place, • List the policies and procedures for health, safety and security, • List the reasons for Health, Safety and Security programs in workplace,	10

		- Government Agencies for Safety at Workplace, - Workplace Safety Hazards, - Potential Sources of Hazards in an Organization, - Safety Guidelines Checklist	- Prepare the incident Report in the given format, - List the potential sources of Hazards in an Organization, - List the Safety Guidelines Checklist.	
2.	Implement the quality measures at workplace	- Air and water quality monitoring process, - Importance of cleanliness at workplace, - Office Ergonomics, - Computer Health & Safety Tips, - Health and safety requirements for Computer workplace, - Cautions while working on the computer.	- Practice to keep the workplace clean, - List and implement Office Ergonomics while working on Computer, - Practice the Health & Safety Tips while working on Computer, - List the Health and safety requirements for Computer workplace, - Practice the cautions while working on the computer.	10
3.	Administer Accident and Emergencies at Workplace	- Accidents and emergencies, - Types of Accidents, - Types of Emergencies, - Emergency Procedure and Reporting Accident, - Emergencies at Workplace, - Dealing with Emergencies	- List the types of accidents and emergencies in workplace, - Demonstrate to deal with various types of Emergency Procedure and Reporting Accident, - Demonstrate rescue techniques applied during fire hazard, - Identify Materials and Ignition Sources.	10