

Idara Islahul Fikr Society for Social Reforms

Programme Guide to Job Oriented Free Training Programme for candidates Belongs from Minority Communities

Sponsored by:
Ministry of Minorities Affairs Government of India



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1. About IIFSSR

Idara Islahul Fikr Society for Social reforms is a registered society under societies registration act XXI of 1860. Its registration number is 24/96 dated 14-06-1996. Its head office is situated at Masjid Complex Boileauganj Shimla Himachal Pradesh India and a branch office at 150/12, Ram Nagar Mandi Himachal Pradesh. The society has been organizing various educational and general programs since 1988.

2. BPO Industry An Introduction

Business Process Outsourcing, or BPO, started as a concept where companies outsourced certain functions like Finance, HR, Customer Contact etc. to service providers. The reasons why companies outsource could be any of the following –

- The BPO service provider would deliver the service at a lower cost
- The BPO service provider would be more efficient and deliver higher quality services
- The company does not want to spend time and effort on repetitive, non-core processes but wants to focus on its core business

India proved to be a source of low cost, high quality talent, and so the concept of Off shoring work from other geographies (typically Western) to India was introduced. Over the last several years, the industry has matured such that clients do not look at India only for low cost, but also for providing higher quality services which are sophisticated and specialized.

Since its inception, the Business Process Outsourcing industry in India has shown aggressive growth, both in terms of scale and scope. It is an industry which provides business support services to clients across the world, and has proven to be a source of employment for a large number of people in India. The last Fiscal Year (FY) was one of significant growth for the IT-BPO sector in India. Indian IT-BPO grew by 33% in FY08 to reach \$64 billion in aggregate revenue, thus re-validating its strong fundamentals, despite concerns of a slowing US economy and supply constraints. BPO services exports stood at \$12.5 billion, up by 30% (USD) accounting for over 1/4th of the export aggregate, and is the fastest growing segment across software and services exports driven by scale as well as scope. Direct employment in Indian IT-BPO crossed the 2 million mark, an increase of about 389,000 professionals over FY2007; indirect job creation is estimated at about 8-9 million. The BPO sector alone provides direct employment to about 700,000 people

2.1 Types of BPO Services

The BPO sector provides a wide range of services to clients – these could be across Finance and Accounting (F&A), Human Resources (HR), Procurement, Technical Support, Customer Contact, Sales Support and Service, Learning Solutions etc. The clients for these services could be from any industry, and these services are typically referred to as Horizontal BPO services Apart from these, there are services which are offered to clients from specific industries – Insurance, Pharmaceuticals, Travel, Healthcare, Banking etc. The BPO services are tailor-made for the requirements of these industries – such services are called Vertical BPO services. There are more evolved and complex services offered to specific segments like Legal, Analytics etc. They are similar to BPO in many respects, but are typically of higher complexity. These service providers are called Knowledge Process Outsourcing, or KPO, providers. All the three types of BPO services are currently growing aggressively, and India is recognized as a global leader across these segments.

3. Training Program

The Idara Islahul Fikr Society for Social Reforms (IIFSSR) is always a front-runner in identifying opportunities and designing suitable program for the benefit of the citizen of the country. IIFSSR, in association with Ministry of Minorities affairs Government of India has launched Job oriented training program specially for the economic and social development of candidates from Minorities Communities..

Hundred Percent Free coaching for candidates belonging to minority communities , an innovative program (the first of its kind) in full time. The business relationships are perfected in the program. This program will provide the opportunity to the students across Himachal Pradesh to develop their professional careers, to be eligible for employment in the growing BPO industry. This Training Program aims to incorporate a unique blend of theory and practical courses, designed for rural as well as urban students of the Himachal Pradesh.

Selected candidates will given the training at the NGO's BPO training centre which is situated at Shimla

4. Course Structure

The Training Program is divided in four modules each module for one month

Module-1

1. Correct Grammatical Usage
2. Vocabulary
3. Public Speaking
4. Interview Skills
5. Neutralization of Accent
6. Written English

Module-2

7. About Call Centers
8. Telephone Etiquettes
9. Selling Skills
10. Customer Service Skills
11. Personality Development

Module-3

12. Basic computer Training
13. Internet Banking
14. Video Training

Module-4

15. Practical Experience
16. Presentation Skills
17. Training Material Provided
18. Final Test

5. Eligibility

Candidates from Minority Communities who have passed Intermediate (10+2) level of examination from a recognized Board or an equivalent examination are eligible for admission. Students with higher qualifications with science subjects will be preferred. Students should have attained age of 17 years and must be below the age of 35 years on the date of application. An interview for selection/admission of students will be conducted by a selection committee.

6. Fee

The Training is hundred percent (100%) free no charges will be charged from the candidates.

7. Stipend

Society will pay Rs.750/- Per Month For Local candidates and Rs1500/- Per Month For outstation as per provision of Govt. Of India.

8. Selection Procedure

A selection Committee will conduct an interview for selection/admission of students. All the applications received for selection/admission shall be scrutinized keeping in view the prescribed qualifications and their family background i.e. Economic, social, rural-urban, family members, marital status, dependents etc. of the candidates . The list of candidates will be placed before the Selection Committee for viva voce.

At the time of interview for selection of candidates, the original certificates together with mark sheets have to be produced.

9. Placement

After successfully completion of the training programme the candidates have to appear a National Label test which will be conducted by the NASCOM. On the basis of the result the candidates will be placed by the NGO in reputed organisations.

10. Rules & Regulations

1. The student will observe strict discipline and decorum at the center and in case of any indiscipline or misconduct, student will be liable to expelled from the center without any notice.
2. Every student of the center is required to attend his/her classes regularly and punctually. Student will be required to put in minimum of 80% of attendance in classes, failing which his/her stipend will not be issued.
3. A copy and a pen must be with the student while attending the class.
4. Student found guilty of academic misconduct, including plagiarism and cheating, either directly or indirectly through participation or assistance, are to be dealt with sternly by the center.
5. Each student will have to study at least 5 to 6 hrs per day including theory and practical classes as per the syllabus.
6. In case of any hardware/software failure of a computer system the center may adjust students with other groups till the fault rectified.
7. No mobile phone, Pager, iPods, or any electronic items is allowed in the center during the class hours.
8. Presence in each module examination is compulsory otherwise stipend will not be paid.
9. Assignments and exercises given by the instructor during theory and practical classes must be completed by the candidates.
10. Once entered in the training center student will not allowed to go outside or here and there without the permission of the Manager/instructor.
11. Smoking, chewing of tobacco and chewing of chewing gum is not allowed in the premises of the center.

11. Instructions for Application Forms

1. Read the whole prospectus and instructions thoroughly.
2. Applicant has to fill his/her Application Form properly and neatly with blue/black pen.
3. Overwriting is not allowed.
4. Incomplete form will be rejected.
5. Indicate Father's/Guardian Name, Address and Phone Number properly.
6. Write PIN Code in case of telephone numbers, STD Code must be mentioned.
7. Boxes to be filled with appropriate number and abbreviations.
8. Use Capital letters' only.
9. Accurate family details are compulsory it will count the merit for admission of the candidate.

12. Necessary enclosures with the forms

- A. Matric Certificate.
- B. +2 Certificate
- C. Other Qualifications certificates.
- D. Residential Proof (Driving License/Ration Card/Electricity Bill/Bonofied Certificate)
- E. 4 Recent colour Passport size photographs none attested.

13. Contact Details

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