



# CERTIFICATE IN CALL CENTRE MANAGEMENT

&

# DIPLOMA IN BPO MANAGEMENT

PROSPECTUS - 2007



Appointment Order on the  
Day of Admission

100 % Placement

Earn While Learn  
Opportunity

## BHARATHIDASAN UNIVERSITY

Institute for Entrepreneurship and Career Development (IECD)  
Khajamalai Campus, Tiruchirappalli - 620 023, Tamil Nadu

Chauhan Knowledge Process Management Limited (CKPML)  
D-53, Okhla Industrial Area, Phase - I, New Delhi - 110 020

## Intention

- To make better and co-operative communications.
- To compose better presenters, negotiators, problem solvers, team builders and time managers in the Business Process Outsourcing industry.
- To develop practical skills through a passive experiences.
- To improve the joint ability to solve problems together in the future.
- To create the no joblessness situations around the country.

## BPO sectors

With the boom in Business Process Outsourcing industry seemingly fuelling an insatiable demand for manpower, and consequently, high employee attrition, Human Resource Departments just had a change of heart.

In view of the fact that the future of IT Education in general is so bright that CKPML aspires to develop the base of its trainees in the form of trust and confidence to handle all basic and related problems in its course.

Becoming the ITES Training Centre in India to cater ITES support on behalf of the company, CKPML introduce itself as a third party ITES training and outsourcing solutions to the IT and BPO required companies.

## MoU between IECD, Bharathidasan University, Tiruchirappalli and CKPML, New Delhi

- Narrow the GAP of demand and supply of manpower in BPO industry.
- Create job opportunities in BPO segment for the youths.
- Implementation of cent percent employment based courses on Call Centre Management and BPO Management.
- Enhance the income level of youth with new opportunities.
- Invite more Multi National Companies to B-Grade cities with available manpower options.
- Helping corporate with manpower in order to setting up their units in rural or B-Grade cities.

## Point to Note

- Full infrastructure with conducive work environment
- University certificate
- Backbone connectivity
- Sophisticated audio-visual aids
- Well trained resource faculties
- A well equipped cafeteria
- Low fees
- Job offer in other state/countries
- Fee can also be paid in two installments
- Special offer for house wives
- Facilities for remote area network
- Establishing in-house placement/recruitment Cell
- 100% Job placements in IT and outsourcing industry sectors
- Appointment order on the day of Admission



## About CKPML



Chauhan Knowledge Process Management Limited (CKPML) is a Delhi based private limited which introduces itself as a third party ITES training and outsourcing solutions to the IT and BPO required companies with a state-of-the art 15,000 sq.ft infrastructure, including advanced call scripting, dedicated lease line, predictive dialers automated e-mail management systems and speech recognition systems in its own premise. CKPML is accessible to all the nearby business hubs.

The training and placement section of the CKPML is already in contact with the global consultancies for absorbnance at organisation. This provides 100% placement support for its trainees after the completion of the training programme. With a designed objectives to set new benchmarks in the BPO sector and ITES, CKPML desires to go all out to evolve as a leading player in the northern & southern region.

Keeping the prospectus and benefits in view and a noble thought to solve unemployment problems of the region the CKPML extended its brand to ITES sector. It foray includes an Institute for training individuals about the knowledge and finer skills for stepping into ITES and BPO industry. In a way, the CKPML will propel the employability rate of the youth of a nation as a whole.

## Course Details

### The programme includes

- Basic Computer Skills
- Communication Skills
- Customer Handling Techniques
- Soft Skills
- Telephone Handling
- Marketing
- Practical sessions to tune people up to perfect customer support executives

### Instruction Methodology

- Multimedia Teaching Methods (PCs, Audio – Visual Aids)
- Spoken English
- Group Discussion
- Personal Talks etc.,

### Course Faculty

Well experienced persons in the field of Psychology, Management and ITES Industry

## Course Content

### Certificate in Call Centre Management

Contact / Call Centre - Working with Internet - Personality Development and Communication Skills Development.

### Diploma in BPO Management

Business Process Outsourcing (BPO) - Computer Skills- Types of Business Process Outsourcing (BPO) - Contact / Call Centre - Personality Development- Communication Skills Development.

### Admission Procedure

Eligibility	: +2 Pass/ and above
Duration	: 3 Months for Certificate and 6 Months for Diploma (Weekly 5 days excluding Saturdays and Sundays)
Application Fee:	Rs. 200/- (Includes Admission Test / Interview)

### Course Fees

Tiruchirappalli Centre	
Certificate	Diploma
Rs. 12,000/-	Rs. 24,000/-
New Delhi Centre	
Certificate	Diploma
Rs. 20,000/-	Rs. 40,000/-

The collection of course fee for certificate course can also be in two equal installments. First at the time of admission and second on or before the end of first week in second month of the course, provided that students pay an additional sum of Rs.750/- and Rs. 1250/- respectively for certificate and diploma, along with second installment.

All the fees can be remitted in the form of DD taken from any nationalised bank in favour of **Director, IECD, Bharathidasan University, Tiruchirappalli-23**, payable at Tiruchirappalli / New Delhi.

## Admission

### Certificate Course

#### Term – I, January -April

Admission opens upto 31st January, 2007  
Course Commencement Date: 1st February, 2007

#### Term – II, May-August

Admission opens upto 31st May, 2007  
Course Commencement Date: 1st June, 2007

#### Term – III, September-December

Admission opens upto 30th January, 2007  
Course Commencement Date : 1st October, 2007

### Diploma Course

#### Term – I, January -June

Admission opens upto 31st January, 2007  
Course Commencement Date : 1st February, 2007

#### Term – II, July-December

Admission opens upto 31st July, 2007  
Course Commencement Date : 1st August, 2007

#### Batch Time for all Terms

- Batch I - 8.00 a.m. to 10.00 a.m.
- Batch II - 10.30 a.m. to 12.30 p.m.
- Batch III - 1.00 p.m. to 3.00 p.m.
- Batch IV - 3.30 p.m. to 5.30 p.m.
- Batch V - 6.00 p.m. to 8.00 p.m.



### About

### BHARATHIDASAN UNIVERSITY & IECD



The Bharathidasan University established by Govt. of Tamil Nadu in 1982, is located at Tiruchirappalli, Tamil Nadu. It is one of the few accredited Universities with "A" Grade by NAAC.

The campus is located in sprawling area of 1,000 acres of land on Tiruchirappalli – Pudukkottal Highways, (NH 210). Besides this main campus, there is a city campus at Khajamalai housing the Centre for Distance Education, Institute for Entrepreneurship and Career Development (IECD), the Bharathidasan University Technology Park (BUTP) and few more departments. Bharathidasan Institute of Management (BIM) is located inside the BHEL Ltd., with whose partnership, the BIM has emerged as one of the top B- schools of the Country. Besides the disciplines of liberal Arts and Basic Sciences, it has a school of Bio- Medical Sciences, Pharmacy, School of Bio- Medical Sciences, Institute of Management, Department of Education Technology, among others. In all, it has 16 schools and 47 Departments and Centers. The Affiliating Jurisdiction

is over 106 Arts & Science / Fine Arts / Education Colleges and 25 Approved Institutions. 15 of our affiliated colleges are autonomous. The student strength in the affiliated colleges is over 1.40 lakhs.

The Bharathidasan University has established the Institute for Entrepreneurship and Career Development (IECD) with a view to fill the serious gap in our educational system viz., lack of opportunities for promoting entrepreneurship among the students. The institute has module-based courses from diversified branches from which the clientele can pick and choose according to his / her inclination, competence and requirement. The institute is offering several short-term, certificate / diploma courses of varied durations, which are subject to the fulfillment of the requisite credit hours of learning.



Application along with prospectus can also be downloaded from the University website [www.bdu.ac.in](http://www.bdu.ac.in), IECD website [www.iecd.in](http://www.iecd.in) and CKPML website [www.ckpmindia.com](http://www.ckpmindia.com) in which case, the cost of application (Rs.200/-) should be sent while submitting the filled in application.

## Venue

### TIRUCHIRAPPALLI CENTRE

Bharathidasan University  
Institute for Entrepreneurship and Career Development (IECD)  
Khajamalai Campus, Tiruchirappalli - 620 023  
Website: [www.iecd.in](http://www.iecd.in) & [www.bdu.ac.in](http://www.bdu.ac.in)  
Email : [iecd@bdu.ac.in](mailto:iecd@bdu.ac.in)  
Contact Ph : 0431- 2331651/2421635  
Fax : 0431-2332638

### NEW DELHI CENTRE

Chauhan Knowledge Process Management Limited (CKPML)  
D-53, Okhla Industrial Area, Phase-I  
New Delhi – 110 020  
Website: [www.ckpmindia.com](http://www.ckpmindia.com)  
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