Programme Guide

For

Diploma in Business Process Outsourcing Finance & Accounting (DBPOFA)

&

Certificate in Communication & IT Skills

(CCITSK)

ignou
THE PEOPLE'S
UNIVERSITY

School of Vocational Education and Training
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110 068

RECOGNITION

IGNOU is a Central University established by an Act of Parliament in 1985 (Act No. 50 of 1985). IGNOU Degrees/Diplomas/ Certificates are recognised by all the members of the Association of Indian Universities (AIU) and are at par with Degrees/Diplomas/ Certificates of all Indian Universities/Deemed Universities/ Institutions vide UGC No. F. 1-8/92 (CPP), dated February 1992 and AIU Circular No.EV/B(449)/94/176915-**177115** dated January, 1994. **(Clarify if 177115 or 155115)**

Dispatch of Study Material and Assignment

"The university sends study materials and assignments, where ever prescribed to the student by registered post and if a student does not receive the same for any reason what so ever, the university shall not be held responsible for that"

Print Production Mr. Tilak Raj, AR(P), and Mr. Yashpal., SO(P)

Message from the Programme Coordinator

Dear Learner,

We welcome you to Indira Gandhi National Open University (IGNOU) and compliment you for joining the programme.

We hope that with all your sincere efforts and hardwork, you will successfully complete the programme.

The first step towards this direction is to carefully read the Programme Guide which will act as a handy and reference tool for many of your queries. **Please preserve this guide till you successfully complete the programme.**

Wishing you all the best!!

Dr. Geetika S Johry
Programme Coordinator
SOVET
Block 15E (1st Floor)
New Academic Building
IGNOU,Maidan Garhi
New Delhi-110068
E-mail: geetikajohry@ignou.ac.in

CONTENTS

Please refer IGNOU website/ Common Prospectus.

Appendix-I

Please refer IGNOU website/ Common Prospectus.

Appendix-II   *31*

10.   Student Satisfaction Survey

1.   ABOUT IGNOU

The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives:

- Democratizing higher education by taking education to the doorsteps of the students

- Providing access to high quality education to all those who seek it, irrespective of age, region, or formal qualifications

- Offering need-based academic programmes by giving professional and vocational orientation to the courses

- Promoting and developing distance education in India

- Setting and maintaining standards in distance education in the country - as an apex body for the purpose.

1.1   Prominent Features

Some of the special features of the Open and Distance Education System currently practiced by IGNOU are:

- Relaxed entry requirements

- Provision of equal opportunity of admission to people from all over the country

- Provision of learning at one's own pace, place and time

- Cost-effective and cost-efficient educational operations

- Multi-media approach in the preparation of course packages

- Self-instructional Printed and Audio/Video course materials

- Network of student support services throughout the country

- Face-to-face Counselling and Tele-counselling

- Continuous evaluation through assignments

- Provision of terminal examination two times a year

- Interactive Satellite Aided Communication Network (Teleconferencing).

- Interactive Radio Counselling

1.2   The School of Studies

With a view to developing interdisciplinary studies, the University operates through Schools of Studies. Each School is headed by a Director who arranges to plan, supervise, develop and organize its academic programmes and courses in co-ordination with the School staff and the different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels through various programmes.

Currently IGNOU has 21 Schools of Studies:

1) School of Humanities (SOH)

2) School of Social Sciences (SOSS)

3) School of Sciences (SOS)

4) School of Education (SOE)

5) School of Continuing Education (SOCE)

6) School of Engineering and Technology (SOET)

7) School of Management Studies (SOMS)

8) School of Health Sciences (SOHS)

9) School of Computer and Information Sciences (SOCIS)

10) School of Agriculture (SOA)

11) School of Law (SOL)

12) School of Journalism and New Media Studies (SOJNMS)

13) School of Gender and Development Studies (SOGDS)

14) School of Tourism and Hospitality Service Management (SOTHSM)

15) School of Interdisciplinary and Trans-disciplinary Studies (SOITS)

16) School of Social Work (SOSW)

17) School of Vocational Education and Training (SOVET)

18) School of Extension and Development Studie (SOEDS)

19) School of Foreign Language (SOFL)

20) School of Translation Studies and Training (SOTST)

21) School of Performing and Visual Arts (SOPVA)

1.3   Academic Programmes

The University offers programmes leading to Certificate, Diploma or Degree, covering conventional as well as innovative programmes. Most of these programmes have been developed after an initial survey of the demand for such studies. They are launched with a view to fulfill the student's needs for:

- Certification

- Improvement of skills

- Acquisition of professional qualifications

- Continuing education and professional development at work place

- Self-enrichment

- Diversification of knowledge, etc.

1.4   Preparation of Course Material

Learning materials are prepared for the courses by teams of experts drawn from conventional universities; management institutions and professionals from all over the country and in-house faculty. These materials are edited by the content experts and language experts at IGNOU before they are finally sent to the press. Similarly audio and video programmes are produced in consultation with the course writers, in- house faculty and producers.

These materials are previewed and reviewed by the faculty as well as outside experts and edited or modified wherever necessary before they are dispatched to the Program centres.

Printed material is supplied directly to the students at the addresses supplied by them and their cost is covered in the programme fee or made available at Specified Regional centers / Program centers. Audio/Video programmes are made available at the Program centres where Audio/Video playing equipment is also available. Audio/Video programmes of the University are also broadcast as per a pre-arranged schedule. Interested persons/institutions may request for a catalogue from The Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi - 110068.

1.5   Credit System

The University follows the 'Credit System' for most of its programmes. Each credit amounts to 30 hours of learner study comprising all learning and assessment activities, such as : Reading and comprehending the print material, listening to audio, watching video, attending counselling sessions, practical sessions, teleconferencing, writing assignment responses, referring books in library, discussions with peer group etc. Thus, a four credit course involves 120 hrs of study and six credit course involves 180 hours of study. Completion of an academic Programme (Degree, Diploma or Certificate) requires successful clearing of both, the assignments and the term-end examination of each course in a Programme

1.6   Student Support Services

IGNOU has established a number of programme centres throughout the country. Study Centres / Programme Centers provide counselling facilities at periodic intervals; act as information centres, and as examination centres. Each student is assigned to a programme centre where he/she also submits tutor-marked/computer marked assignments to the programme/study centre coordinator. To coordinate the programme centres, the University has established 67 Regional Centres all over the country.

1. 7   Instructional System

The methodology of instruction in this University is different from that of the Conventional Universities. The Open University system is more learner-oriented and the learner is an active participant in the pedagogical (teaching and learning) process. Most of the instructions are imparted through distance education methodology and face to face mode as per the requirements.

The University will follow a multimedia approach for instruction of this course, which comprises:

a)   **Self Instructional Written Material:** The printed study material (written in self-instructional style) for both theory and practical components of the programmes is supplied to the learners in batches of blocks (booklets) for every course.

b) **Counselling Sessions:** Normally counselling sessions are held as per the schedule drawn by the study centres. These are mostly held during the non working hours of the host institutions where the programme centres are located.

c) **Teleconferences:** Live teleconferencing sessions are conducted via satellite through interactive Gyan Darshan Channels as well as simulcasted on 'Educast' channel from the University studios at EMPC, the schedule of which is made available at the programme centre.

d) **Practical sessions / e-learning:** Some programmes have practical/e-learning component. The sessions are held at Specified institutions for which schedule is provided by the programme centres. Attendance at practicals is compulsory.

e) **Audio/Video Programmes:** The learning package of these audio-video Programmes will contain audio and video cassettes, which will be produced by the university to enhance the understanding of the course material given to you. The audio tapes are run and video cassettes are screened at the study centre during specific sessions, which will be duly notified by the study centre.

f) **Gyan Darshan Educational Channel:** A collaboration between MHRD, Prasar Bharathi, IGNOU and other organisation has resulted in launching the Gyan Darshan (GD), the educational channel of India. The channel is providing the educational programmes from the electronic media production center (EMPC) on a variety of subjects for 24 hrs a day to enhance the learning process. Educational programmes are contributed by major Institutions such as IGNOU, UGC/CEC,NCERT/CIET, Directorate of adult Education, IITs and other Educational/ Training/Development organisations in the country. These programmes are simultaneously broadcat on "Edusat" National Channel in which 2 way audio and 2 way video teleconferencing facility is available.

g) **Gyan Vani :** IGNOU manages FM Radio network in many cities and towns for educational development. EMPC is the nodal agency for implementing the project.

1.8 Evaluation System

The system of evaluation in IGNOU is also different from that of the conventional universities. IGNOU has a multi-tier system of evaluation.

1) Self assessment exercise within each unit of study

2) Continuous evaluation mainly through assignments which are tutor marked practical assignments and seminar/workshops/extended contact programmes. (Assignments may be downloaded from IGNOU website (Link: Students support/student zone/Assignments for both sessions).

3) The Term End Examinations

The evaluation of learners depends upon various instructional activities undertaken by them. **A learner has to write assignment responses compulsorily before taking term end examination from time to time to complete an academic programme.** A learner has to submit Tutor Marked/ Computer Marked assignment (TMA/CMA) responses to the Coordinator of the centre concerned

to which he/she is attached. A learner should keep duplicate copies of the assignment responses of TMA/CMA that may be required to be produced at the Student Evaluation Division (SED) on demand. Term- end examination will be conducted at the study centre/exam centres.

1.9   Term End Examination

The University conducts Term-End-Examination twice a year in the month of **June and December.** Students will be permitted to appear in term-end examination subject to the conditions and registration for the courses, in which they wish to appear is valid, minimum time to pursue these courses is elapsed and they have also submitted the required number of assignment (s) if any, in those courses by the due date. **Prescribed Fee has to be paid to appear in the Term End Examination and Term End Practical Examination.**

Students have to submit On-line examination form as per the guidelines mentioned in IGNOU website at www.ignou.ac.in

Examination fee once paid is not refundable nor adjustable. For every exam (June/ December) a student has to apply afresh.

2. DIPLOMA IN BUSINESS PROCESS OUTSOURCING- FINANCE & ACCOUNTING (DBPOFA)

2.1 About the Programme

The Indira Gandhi National Open University (IGNOU) is always a front-runner in identifying opportunities and designing suitable programme for the benefit of the society and economy of the country. IGNOU, in association with Accenture has designed and developed the Diploma in Business Process Outsourcing -Finance and Accounting, an innovative programme (the first of its kind) in the open and distance learning system. The business and the university relationships are perfected in the programme. This program will provide the opportunity to the students across India to develop their professional careers, to be eligible for employment in the growing BPO industry. This Diploma programme aims to incorporate a unique blend of theory and practical courses, designed by eminent academicians, Accenture subject matter experts, BPO training organizations and e-learning organizations, to provide students with a comprehensive learning model.

2.2 Programme Structure

This Programme comprises of Semester-l and Semester-II.

Semester-1 : Finance and Accounting consists of 05 Courses having 16 credits and Semester-II consists of 02 courses: English Communication & IT Skills having 16 credits. To be **eligible for the award of the Diploma in Business Process Outsourcing - Finance and Accounting, a student has to complete all the 07 courses as shown below. Those who have already completed Semester-II will get exemption from taking this Semester to get the Diploma in BPO provided they fulfill other eligibility criteria.**

Finance and Accounting   **(Semester- I)**

Course Code	Course Name	Credits
BPOI-001	Introduction to Finance & Accounting BPO	2
BPOI-002	Fundamentals of Accounting	4
BPOI-003	Procure to Pay (P2P, Accounts Payable)	4
BPOI-004	Order to Cash (020, Accounts Receivable)	3
BPOI-005	Record to Report (R2R)	3
	TOTAL	**16 credits**

English Communications and IT Skills (Semester- II)

Course Code	Course Name	Credits
BPOI-006	English Communication	8
BPOI-007 & BPOI-007(P)	IT Skills	8
	TOTAL	**16 credits**

Note: **A candidate can take exit option after 6 months (Semester I) and upon successful completion he/she will get Certificate in BPO Finance & Accounting. This option is available only for working professionals. They are required to fill the form. Refer Appendix-I provided at the end of the Programme Guide.**

2.3   Course-wise Unitization of DBPOFA   (Semester I)

BPOI-001 : Introduction to Finance & Accounting BPO

Unit 1:   Overview of BPO Industry

Unit 2:   Organisation of the Industry

Unit 3:   Overview of Indian BPO Industry

Unit 4:   Overview of F&A Outsourcing

Unit 5:   Career Prospects in BPOs

Unit 6:   Getting Ready for a Career in F&A, BPO

Unit 7:   Information Technology & Its Application in F&A BPO

BPOI-002 : Fundamentals of Accounting

Unit 1:   Introduction to Accounting

Unit 2:   Accounting Principles

Unit 3:   Accounting Standards

Unit 4:   Recording of Business Transaction - Journal

Unit 5:   Classification Ledger

Unit 6:   Special Purpose Subsidiary Books

Unit 7:   Rectification of Errors

Unit 8:   Accounting Concept of Income, Expenditure Receipts

Unit 9:   Trading & Profit & Loss Accounts

Unit 10:   Balance Sheet

Unit 11:   Adjustments in Final Accounts

Unit 12:   Final Accounts with Adjustments

Unit 13:   Provision & Reserve

Unit 14:   Preparation of Profit & Loss Account

Unit 15:   Preparation of Balance Sheet

Unit 16:   Financial Schedules .

BPOI-003 : Procure to Pay - (Accounts Payable) (P2P)

Unit 1:   Introduction of Procure to Pay

Unit 2:   Outsourcing of Procure to Pay

Unit 3:   Source Documents & Vendor Master Maintenance

Unit 4:   Procurement Activities

Unit 5:   Invoice Processing

Unit 6:   Invoices on Hold

Unit 7:   Payment Process

Unit 8:   Vendor Helpdesk

Unit 9:   Quality Checks

Unit 10:   Issue Management, Risk Management & Control

Unit 11:   Accounting Entries for P2P Process

Unit 12:   Metrics and Best Practices

Unit 13:   Overview of Travel and Expense Process

Unit 14:   Stages of Travel & Expense Cycle

BPOI-004: Order to Cash - (Accounts Receivable) (O2C)

Unit 1:   Introduction to Order to Cash Cycle

Unit 2:   Stages of Order to Cash Cycle

Unit 3:   Credit Review

Unit 4:   Order Management & Invoicing

Unit 5:   Collection

Unit 6:   Accounts Receivable

Unit 7:   O2C Operations

Unit 8:   Quality Checks in O2C Cycle

BPOI-005: Record to Report (R2R)

Unit 1:   Overview of Records to Report Process

Unit 2:   Overview of Reconciliation

Unit 3:   Bank Reconciliation

Unit4:   Accounting for Fixed Assets

Unit 5:   Depreciation Accounting

Unit 6:   Cash Budgeting and Forecasting

Unit 7:   Cash Flow Management

Unit 8:   Controls and Metrics in R2R

Unit 9:   Reporting

BPOI-006: English Communication   (Semester II)

Block 1:   Social Skills in Business Communication

Unit 1:   Greetings and Introduction

Unit 2:   Importance of Small Talk in Business

Unit 3:   Language and Culture

Unit 4:   Business Etiquette

Block 2:   Telephone Conversation

Unit 5:   Features of Telephone Communication

Unit 6:   Making Arrangement and Appointments

Unit 7:   Leaving and Taking Messages

Unit 8:   Voice Mail, Video Conferencing and Conference Calls

Block 3:   Business Correspondence

Unit 9:   Modes of Communication

Unit 10:   Internal Business Correspondence-I

Unit 11:   Internal Business Correspondence-Il

Unit 12:   External Business Correspondence-I

Unit 13:   External Business Correspondence-Il

Block 4:   Customer Service

Unit 14:   Types of Customers

Unit 15:   Essentials of Customer Service

Unit 16:   Ownership and Accountability

Unit 17:   Handling Complains

Unit 18:   Rapport Building and Empathy

Unit 19:   Probing

Block 5:   **Presentations**

  Unit 20:   Presentation Skills-I: Essentials of Presentation Skills

  Unit 21:   Presentation Skills-II : Outlines & Structures

  Unit 22:   Presentation Skills-III: Using Visual Aids

  Unit 23:   Presentation Skills-IV: The Ending

Block 6:   **Meeting**

  Unit 24:   Setting the Agenda and Planning the Meeting

  Unit 25:   Types of Meeting - Ready-TP

  Unit 26:   Conducting and Participating in a Meeting-I

  Unit 27:   Conducting and Participating in a Meeting-II

Block 7:   **Cross Cultural Communication**

  Unit 28:   Communicating Cross Culture-Indianism Difference between Culture

  Unit 29:   Traveling on Business

  Unit 30:   Communication in BPO

  Unit 31:   Ability to Say No

Block 8:   **Getting Ready for a Job**

  Unit 32:   Preparing for the Job

  Unit 33:   Writing your CV and Job Application

  Unit 34:   Portfolio making

  Unit 35:   Preparing and Facing Interview, Phone & Walk in Interviews

  Unit 36:   Group Discussion

BPOI-007: IT Skills

Block 1:   **Introduction to Computers**

  Unit 1:   Introduction to PC

  Unit 2:   Storage Organization

  Unit 3:   Input/Output Devices

  Unit 4:   Software

  Unit 5:   Introduction to Database Management Systems

Block 2:   **Software Security and Antivirus**

  Unit 1:   Information Security Concerns

  Unit 2:   Software Vulnerabilities

  Unit 3:   Network Security and Authentication

Block 3:   **Web Based Technologies**

        Unit 1:   Internet an overview

        Unit 2:   Concepts of web browsers

        Unit 3:   What we can do using internet

Block 4:   **Introduction to MS Office**

        Unit 1:   MS Word

        Unit 2:   MS PowerPoint

Block 5:   **MS Excel - Basic**

        Unit 1:   Working with Work Sheets

        Unit 2:   Formatting and Editing

        Unit 3:   Formulae's and Functions

        Unit 4:   Sorting and Filters

        Unit 5:   File Handling

Block 6:   **Advanced MS Excel and Basics of MS Access**

        Unit 1:   Working with Multiple Sheets and Workbooks

        Unit 2:   Working with Tables and Charts

        Unit 3:   Protecting and Printing Worksheets

        Unit 4:   Basics of MS Access

Block 7:   **Practicals [Lab Manual 1 & 2]**

1. MS Word   2. MS Power point

3. MS Excel   4. MS Access

2.4   Eligibility for Admission and Medium of Instruction

- **Eligibility:** 10 + 2 or its equivalent - with English as compulsory subject and 50% aggregate OR Bachelors degree and above (with English as a compulsory subject at 10+2 level).

- **Admission:** Twice in a year (January & July sessions) in online mode. Students may also refer the Common prospectus or IGNOU website.

- **Medium of Instruction:** English only.

2.5   Duration of the Programme

- Minimum duration of the programme is 1 year.

- Maximum duration of the programme is 3 years.

2.6 Programme Fee Structure and Re-Registration

Diploma in BPO- Finance and Accounting programme fee may be referred from the Common Prospects/IGNOU website.

Semester I :   Fee to be paid online during the time of admission.

Semester II :   Fee to be paid online during Re-registration before 31st March for July session & before 30th September for December session.

2.7 Student Support Services

The University has established a number of Regional Centres and study centres across the country. The Regional Centres and Study Centres will be providing you the following:

- Information, counselling and advice on your programme as well as other academic programmes offered by the university

- Pre-admission, during admission and post-admission counselling

- Induction for newly enrolled students

- Supply of academic Counselling Schedules and Internship Schedules

- Provision of audio-video, tele-conferencing, radio-counselling facilities at the study centres for listening/viewing and interaction

- Provide facilities for reference purpose at the study centres/regional centres and IGNOU HQs

- Receipt and evaluate assignment responses and workbook submitted by you and return of the same with marks and feedback on assignments and feedback on the workbook you would be writing.

- Attend to academic and administrative queries pertaining to other that the above such as registration, examination, assessment, feedback etc.

2.8 Programme Evaluation System

a) Continuous evaluation through assignment (tutor marked assignment and computer marked Assignment)

b) Term End Examination (TEE)

c) Verbal & Practical Examination (TEPE)

In the final results following weightage will be counted.

For Courses BPOI-001 to BPOI-005 (Finance & Accounts)
- Assignments carry 30% weightage
- Term End Exam (TEE) carry 70% weightage

For Course BPOI-006 (English Communication)
- Assignment carry 20% weightage
- Term End Exam (TEE) carry 65% weightage

- Verbal Exam carries 15% weightage which will be conducted by Approved Examiners at the Regional Centers/Study Centers to be decided by the Regional Directors. .

For Course BPOI-007 and BPOI-007(P) (IT Skills)

- Assignment carry 20% weightage

- Term End Exam (TEE) carry 50% weightage

- Term End Practical Exam (TEPE) carry 30% weightage (A student will not be eligible to appear in the TEPE if the percentage of attendance is below 75%)

2.8.1 Schedule for the Examination (Twice in a year)

Courses	Month of TEE (Twice in a year)	Month of Verbal/TEPE (Twice in a year)
BPOI-001 to BPOI-005	June and December	Nil
BPOI-006	June and December	
BPOI-006 (Verbal Exam)	— — — — — — — — — — — — —>	In July for June TEE In January for December TEE
BPOI-007	June and December	
BPOI-007 (P)	— — — — — — — — — — — — —>	First Thursday of July month for June TEE from 2.00 pm to 5.00 pm (a/n)
		First Thursday of January month for December TEE from 2.00 pm to 5.00 pm (a/n)

1) All Assignments, Term End Examination, Verbal and Practical exam will be scored as numerical marking scheme. Any component, which has not been attempted will be treated as having a score of zero marks.

2) To claim Diploma in BPO - Finance & Accounts, the requirement for pass would be atleast 40% marks in continuous evaluation (assignments), term end examination of each course and verbal and practical exam. The scores of continuous evaluation and term end evaluation are not complementary to each.

3) **Examination fees viz: TEE, TEPE & Verbal Exam fees will have to be paid by the student.**

4) Depending on the over all percentage of the marks secured by a candidate the division will awarded as follow:

1st Division	-	60% and above
2nd division	-	50% to 59.9%
Pass	-	40% to 49.9%
Unsuccessful	-	Below 40%

2.9   Term-End Examination

The University conducts Term End Examination twice a year i.e. in June and December.

Guidelines and Instructions of Examination fee and the Dates for submission of Exam Form may be refered from IGNOU website www.ignou.ac.in

IMPORTANT: Students who successfully pass both Semester I and Semester II will be awarded a total of 32 credits. Thus a Diploma in BPO-F&A will be awarded.

To be eligible to appear for the term end examination in any course, you are required to fulfill the following conditions:

1)   You should have submitted the assignment responses for the respective courses.

2)   You should have submitted the Examination Form in time in which you would like to write examination.

3)   You should have valid registration at the time of submission of Examination form.

4)   You should complete a minimum duration of the programme.

5)   The list of Examination Centres will be available on IGNOU's Website during February/ March and August/September. Please note that the university will try to allot you the Examination Centre you opt for. However, in unforeseen circumstances, you may be allotted another nearby Examination Centre.

6)   Change of examination centre is permissible in exceptional cases for which you have to make a request to the Registrar, SED atleast one month before the commencement of the examination as per University norms.

7)   **Declaration of Result** (Refer Common Prospectus or IGNOU website www.ignou.ac.in)

It is your duty to check whether you are registered for that course, whether you have valid registration and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled. Although all efforts are made to declare the result in time, there will be no binding on the university to declare the result in time. You are, therefore, advised to fill up the form without unnecessarily waiting for the result and get it cancelled at a later date if so required.

a)   Early Declaration of result: You can apply for early declaration of Term- End- Examination results with a prescribed fees per course. The application for early declaration of results shall be entertained only if you have been selected for any post or applied for further studies. Mark-sheet/certificate for qualifying examination is required to be submitted to the institution by a particular date. You must compulsorily submit documentary evidence (proof) in support of the reason for early declaration of your result.

Early Declaration of result is permissible in Term-End-Examination for theory course only. This facility is not applicable for practical, assignment etc. based courses. The application for early declaration of results shall be entertained for final year courses only.

b)   Re-evaluation of Term-End-Examination: After the declaration of Term-End-Examination results, if you are not satisfied with marks awarded, you can request the university to

re-evaluate your Answer Scripts on payment of prescribed fee per course. Application for re-valuation shall be submitted in the prescribed format to the Concerned Evaluation Centre along with prescribe fees per course in the form of Demand Draft drawn in favour of IGNOU and payable at the city where submitting the Re-evaluation form. Please refer IGNOU website also.

Application for re-evaluation must be made within one month of the declaration of results.

While communicating with the University regarding examination or for the purpose for any matter, please write your name, enrolment number, name of the programme and complete address. In the absence of such details, we may not be able to attend to your problems.

2.10   Facts and Benefit of the Programme

- The IGNOU's BPO Diploma is targeted towards undergraduate and graduate students across India.

- The first specialization to be launched in February 2009 is the Diploma program in BPO – Finance and Accounting.

- Through formal training of counselors trained by Subject matter experts, combined with 'on the job' practice scenarios in the form of e-Learning and textbooks, the programme brings additional focus and recognition to critical delivery skills across the BPO industry.

IMPORTANT

1)   Students who successfully complete the programme and pass all term end examination will be eligible to apply for employment with BPO companies.

3. CERTIFICATE IN COMMUNICATION & IT SKILLS (CCITSK)

3.1 About the Programme

The course has been designed keeping in mind the BPO industry and other forms of Industry. The Communication Skill Course covers areas of listening, reading, writing, grammar, pronounciation, vocabulary and speaking. The IT Skill course covers areas like MS Word, MS Powerpoint, MS Excel, MS Access.

3.2 Programme Structure

The Certificate in Communication & IT Skills (CCITSK) is a 16 credit programme.

A student who has completed this Certificate programme will be exempted from doing this course offered in the 2nd Semester of Diploma in Business Process Outsourcing - Finance & Accounting (DBPOFA) programme, provided they fulfill the other eligibility criteria.

English Communication and IT Skills

Course Code	Course Name	Credits
BPOI-006	Communication Skills/English Communication	8
BPOI-007 & BPOI-007(P)	IT Skills	8
	TOTAL	**16**

3.3 Course-wise Unitization of (CCITSK)

BPOI-006 Communication Skills / English Communication

Block 1: Social Skills in Business Communication

> Unit 1: Greetings and Introduction
>
> Unit 2: Importance of Small Talk in Business
>
> Unit 3: Language and Culture
>
> Unit 4: Business Etiquette

Block 2: Telephone Conversation

> Unit 5: Features of Telephone Communication
>
> Unit 6: Making Arrangement and Appointments
>
> Unit 7: Leaving and Taking Messages
>
> Unit 8: Voice Mail,Video Conferencing & Conference Calls

Unit 35: Preparing and Facing Interview, Phone & Walk in Interviews

Unit 36: Group Discussion

BPOI-007 - IT Skills

Block 1: Introduction to Computers

Unit 1: Introduction to PC

Unit 2: Storage Organization

Unit 3: Input/ Output Device

Unit 4: Software

Unit 5: Introduction to Database Management Systems

Block 2: Software Security and Antivirus

Unit 1: Information Security Concerns

Unit 2: Software Vulnerabilities

Block 3: Web Based Technologies

Unit 1: Internet an Overview

Unit 2: Concepts of Web Browsers

Unit 3: Internet Search

Unit 4: What we can do using Internet

Block 4: Introduction to MS Office

Unit 1: MS Word

Unit 2: MS PowerPoint

Block 5: MS Excel - Basic

Unit I: Working with Work Sheets

Unit 2: Formatting and Editing

Unit 3: Formulae's and Functions

Unit 4: Sorting and Filters

Unit 5: File Handling

Block 6: Advanced MS Excel and Basics of MS Access

Unit 1: Working with Multiple Sheets and Workbooks

Unit 2: Working with Tables and Charts

Unit 3: Protecting and Printing Worksheets

Unit 4: Basics of MS Access

Block 7: Practicals (Lab Manual 1 & 2)

1. MS Word
2. MS Power point
3. MS Excel
4. MS Access

3.4 Eligibility for Admission and Medium of Instruction

- **Eligibility:** 10 + 2 with English as compulsory subject
- **Admission:** Twice in a year (January & July session in online mode)
- **Medium of Instruction:** The medium of Instruction is English only.

3.5 Duration of the Programme

- Minimum duration of the programme is 6 months
- Maximum duration of the programme is 2 years.

3.6 Programme Fee Structure

CCITSK programme fee may be referred from the Common Prospectus/IGNOU website www.ignou.ac.in.

3.7 Student Support Services

In order to provide Student Support Services, the University has established a number of Regional Centres and study centre across the country. The regional Centres and Study Centres will be providing you the following:

- Information, counselling and advice on your programme as well as other academic programmes offered by the university

- Pre-admission, during admission and post-admission counselling

- Induction for newly enrolled students

- Supply of academic Counselling Schedules and Internship Schedules

- Provision of audio-video, tele-conferencing, radio-counselling facilities at the study centres for listening/viewing and interaction

- Provide facilities for reference purpose at the study centres/regional centres and IGNOU HQs

- Receipt and evaluate assignment responses and workbook submitted by you and return of the same with marks and feedback on assignments and feedback on the workbook you would be writing.

- Attend to academic and administrative queries pertaining to other that the above such as registration, examination, assessment, feedback etc.

3.8 Programme Evaluation System

a) Continuous Evaluation through Assignments (tutor marked assignment and computer marked assignment)

b) Term-End Examination (TEE)

c) Verbal & Practical Examination (TEPE)

In the final results following weightage will be counted.

For Course BPOI-006 (Communication Skills/ English Comunication)

- Assignments carry 20% weightage,

- Term End Exam (TEE) carry 65% weightage

- The Verbal exam carries 15% weightage which will be conducted by Approved Examiners at the Regional Centre/ Study Centre to be decided by the Regional Directors.

For Course BPOI-007 (IT Skills) and BPOI-007(P)

- Assignment carries 20% weightage

- Term End Exam (TEE) 50% weightage and

- Term End Practical Exam (TEPE) carries 30% weightage

  (A student will not be eligible to appear in the TEPE if the percentage of attendance is below 75%)

3.8.1 Schedule for the Examination (Twice in a year)

- **The Dates of TEPE [BPOI-007(P)] will be:**

  – FIRST THURSDAY of July month for June TEE

  – FIRST THURSDAY of January month for December TEE

- **The Time and session of the Exam will be:**

  2.00 pm - 5.00 pm (afternoon session)

1) All Assignment, Term end examination Verbal and Practical exam will be scored as numerical marking scheme. Any component, which has not been attempted will be treated as having a score of zero marks.

2) To claim Certification in Communication & IT Skills the requirement for pass would be atleast 40% marks in continuous evaluation (assignments), term end examination of each examination of each course and verbal and practical exam. The scores of continuous evaluation end evaluation are not complementary to each.

3) **Examination fees viz: TEE, TEPE & Verbal Exam fees will have to be paid by the student.**

4) Depending on the over all percentage of the marks secured by a candidate the division will awarded as follows

1st	-	60% and above
2nd	-	50% to 59.9%
Pass	-	40% to 49.9%
Unsuccessful	-	Below 40%

3.9   Term-End Examination

The University conducts Term End Examination twice a year i.e. in June and December.

Guidelines and Instructions of Examination fee and the Dates for submission of Exam Form may be referred from IGNOU website www.ignou.ac.in

IMPORTANT: Student who successfully pass the course will be awarded a total of 16 credits. Thus Certification in Communication & IT Skill will be awarded.

To be eligible to appear for the term end examination in any course, you are required to fulfill the following conditions:

1)   You should have to submitted the assignment responses for the respective courses.

2)   You should have to submitted the Examination Form in the time in which you would like to write examination.

3)   You should have valid registration at the time of submission of Examination form.

4)   You should complete a minimum duration of the programme.

5)   The list of Examination Centres will be available on IGNOU's Website during February/ March and August/September. Please note that the university will try to allot you that examination Centre you opt for. However, in unforeseen circumstances, you may be allotted another nearby Examination Centre.

6)   Change of examination centre is permissible in exceptional cases for which you have to make a request to the Registrar, SED at least one month before the commencement ot the examination as per the University norms.

7)   **Declaration of Result** (Refer Common Prospects/ IGNOU website www.ignou.ac.in)

It is your duty to check whether you are registered for that course, whether you have valid registration and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled. Although all efforts are made to declare the result in time, there will be no binding on the university to declare the result in time. You are, therefore, advised to fill up the form without unnecessarily waiting for the result and get it cancelled at a later date if so required.

a)   Early Declaration of result: You can apply for early declaration of Term-End Examination results with prescribed fee per course. The application for early declaration of results shall be entertained only if you have been selected for any post or applied for further studies. Mark-sheet/certificate for qualifying examination is required to be submitted to the institution by a particular date. You must compulsorily submit documentary evidence (proof) in support of the reason for early declaration of your result.

Early Declaration of result is permissible in Term-End Examination for theory course only. This facility is not applicable for practical, assignments etc. based courses. The application for early declaration of results shall be entertained for final year courses

b) Re-evaluation of Term-End Examination: After the declaration of Term-End Examination results, if you are not satisfied with marks awarded, you can request the university to re-evaluate your Answer Scripts on payment of prescribed fee per course. Application for re-evaluation shall be submitted in the prescribed format to the Concerned Evaluation Centre along with prescribe fee per course in the form of Demand Draft in favour of IGNOU and payable at the city where submitting your Re-evaluation form. Please refer IGNOU website also.

Application for re-evaluation must be made within one month of the declaration of results.

While communicating with the University regarding examinations or for the purpose for any matter, please write your name, enrolment number, name of the programme and complete address. In the absence of such details, we may not be able to attend to your problems.

4.   UNIVERSITY RULES

The University reserves the right to change the rules & regulations from time to time. However, latest rules will be applicable to all the student irrespective of the year of their registration.

Please refer IGNOU website/ Common Prospectus.

5.   PREVENTION OF MAL PRACTICES/NOTICE FOR GENERAL PUBLIC

Please refer IGNOU website/ Common Prospectus.

6.   PLACEMENT SERVICES

Please refer IGNOU website/ Common Prospectus.

7.   WHOM TO CONTACT FOR WHAT

Please refer IGNOU website/ Common Prospectus.

8.   ADDRESS & CODES OF REGIONAL CENTRE

Please refer IGNOU website/ Common Prospectus.

EXPERIENCE CERTIFICATE

(Certificate in Business Process Outsourcing Finance and Accounting-CBPOFA)

The Exit Option after completing the 1st Semester (BPOI-001 to BPOI-005) courses is only available to Working Professionals.

In light of above, the Experience Certificate placed below will have to be filled up by the Organisation where the enrolled student is working for obtaining.

"Certificate in Business Process Outsourcing - Finance and Accounting" (CBPOFA) from IGNOU and to be returned back to the School dully filled up along with the Photocopy of Application Form

"EXPERIENCE CERTIFICATE"

This is to certified that Mr./Ms./Mrs .... is employed

with this School/InstitutioniOrganizationiOfficelHospital as ....

Since : ....

Place: .... Signature: ....

Date: .... Name : ....
(In Block letters)

Designation: ....

Name of School/Institution/ ....

Organization/Office/Hospital ....

(Seal/Stamp) ....

(Self employed professional may certify on there own behalf, but they should attach copk of their Registration Certificate.)

Indira Gandhi National Open University
Student Satisfaction Survey

Kind Attention: All Past and Present Students of IGNOU!
Now you rank our Performance...

Dear Student,

As the largest distance education institution in the world. We have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and maill it back to us. You can also fill this questionnaire online by logging on to www.ignou.ac.in. Your invaluable inputs shall guide us towards a direction where we shall imporve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

Enrolment No. .... Name ....

Gender : ☐ M ☐ F   Age Group : ☐ Below 30 ☐ 31-40 ☐ 41-50 ☐ Above 51

Programme of Study ....

Year of Enrolment .... Year of Completion ....

Regional Centre .... State .... Study Centre ....

Please Indicate your satisfaction level by putting a tick mark on your choice.

Serial No.	Questions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
1.	Concepts are clearly explained in the printed learning material	☐	☐	☐	☐	☐
2.	The learning materials were received in time	☐	☐	☐	☐	☐
3.	Supplementary study material (like video/audio) available	☐	☐	☐	☐	☐
4.	Academic counsellors explain the concepts clearly	☐	☐	☐	☐	☐
5.	The counselling sessions were interactive	☐	☐	☐	☐	☐
6.	Changes in the counselling schedule were communicated to you on time	☐	☐	☐	☐	☐
7.	Examination procedures were clearly given to you	☐	☐	☐	☐	☐
8.	Personnel in the study centres are helpful	☐	☐	☐	☐	☐
9.	Academic counselling sessions are well organised	☐	☐	☐	☐	☐
10.	Guidance from the Programme Coordinators and Teachers from the School	☐	☐	☐	☐	☐
11.	Assignments are returned in time	☐	☐	☐	☐	☐
12.	Feedback on the assignments helped in clarifying the concepts	☐	☐	☐	☐	☐
13.	Studying in this programme provided the knowledge of the subject	☐	☐	☐	☐	☐
14.	Results and grade card of the examination were provided on time	☐	☐	☐	☐	☐
15.	Overall, I am satisfied with the programme	☐	☐	☐	☐	☐
16.	Your current professon?					

After filling cut this questionnaire, mail it to:
Dr. Geetika S Johry, SOVET, Block 15 E (FF), New Academic Building, IGNOU, New Delhi-110068