

DBPO F & A(1st semester) SCHEDULE JAN-JUNE 2015

| Session Numbers | Theory (Hrs) | Online Training (Hrs) | Session Topics | Counsellor | Dates | Time |
|-----------------|-----------------|-----------------------|---|--------------|---------|---------|
| | Course 1 | Course 1 | | | | |
| 1 | 2 | 2 | Orientation / Unit 1: Overview of the BPO Industry | Anita Kumari | 25/2/15 | 2PM-6PM |
| 2 | 2 | 2 | Unit 2: Organisation of the BPO Industry | Anita Kumari | 26/2/15 | 2PM-6PM |
| 3 | 2 | 2 | Unit 3: Overview of the Indian BPO Industry | Anita Kumari | 4/3/15 | 2PM-6PM |
| 4 | 2 | 2 | Unit 4: Overview of the F&A outsourcing | Anita Kumari | 5/3/15 | 2PM-6PM |
| 5 | 2 | 2 | Unit 5: Career Prospects in BPO's Unit 6: Getting ready for F&A BPO Industry | Anita Kumari | 11/3/15 | 2PM-6PM |
| 6 | 2 | 2 | Unit7: IT Applications in F&A BPO / Assignment | Anita Kumari | 12/3/15 | 2PM-6PM |
| | Course 2 | Course 2 | | | | |
| 7 | 2 | 2 | Unit 1: Introduction to Accounting | Anita Kumari | 13/3/15 | 2PM-6PM |
| 8 | 2 | 2 | Unit 2: Accounting Principles | Anita Kumari | 18/3/15 | 2PM-6PM |
| 9 | 2 | 2 | Unit3: Accounting Standards | Anita Kumari | 19/3/15 | 2PM-6PM |
| 10 | 2 | 2 | Unit4: Recording of Business Transactions- Journal | Anita Kumari | 20/3/15 | 2PM-6PM |
| 11 | 2 | 2 | Unit5: Classification - Ledger | Anita Kumari | 25/3/15 | 2PM-6PM |
| 12 | 2 | 2 | Unit6: Special Purpose Subsidiary Book | Anita Kumari | 26/3/15 | 2PM-6PM |
| 13 | 2 | 2 | Unit7: Rectification of Errors | Anita Kumari | 27/3/15 | 2PM-6PM |
| 14 | 2 | 2 | Unit8: Accounting Concepts: Income, Expenditure & Receipts Unit9: Trading and Profit and loss Account | Anita Kumari | 1/4/15 | 2PM-6PM |
| 15 | 2 | 2 | Unit 10: Balance Sheet Unit 11: Adjustments in Final Accounts | Anita Kumari | 2/4/15 | 2PM-6PM |
| 16 | 2 | 2 | Unit 12: Final Accounts with Adjustments | Anita Kumari | 3/4/15 | 2PM-6PM |
| 17 | 2 | 2 | Unit13: Provisions and Reserves Unit 14: Preparation of Profit and Loss Account | Anita Kumari | 8/4/15 | 2PM-6PM |

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| 18 | 2 | 2 | Unit 15: Preparation of Balance Sheet Unit 16: Financial Schedules Assignment | Anita Kumari | 9/4/15 | 2PM-6PM |
| | Course 3 | Course 3 | | | | |
| 19 | 2 | 2 | Unit 1: Overview of P2P process Unit 2: Outsourcing of P2P: Reasons and enablers | Anita Kumari | 10/4/15 | 2PM-6PM |
| 20 | 2 | 2 | Unit 3: Source documents Unit 4: Procurement Activities | Anita Kumari | 15/4/15 | 2PM-6PM |
| 21 | 2 | 2 | Unit 5: Invoice processing cycle | Anita Kumari | 16/4/15 | 2PM-6PM |
| 22 | 2 | 2 | Unit 6: Invoice on hold | Anita Kumari | 17/4/15 | 2PM-6PM |
| 23 | 2 | 2 | Unit 7: Payment runs | Anita Kumari | 22/4/15 | 2PM-6PM |
| 24 | 2 | 2 | Unit 8: Vendor helpdesk Unit 9: Quality checks | Anita Kumari | 23/4/15 | 2PM-6PM |
| 25 | 2 | 2 | Unit 10: Issue management risk management and control | Anita Kumari | 24/4/15 | 2PM-6PM |
| 26 | 2 | 2 | Unit 11: Associated Accounting entries for P2P process and Reconciliation / Unit 12: Metrics and best practices | Anita Kumari | 29/4/15 | 2PM-6PM |
| 27 | 2 | 2 | Unit 13: Overview of T&E Process Unit 14: Phases of T&E Process Assignment | Anita Kumari | 30/4/15 | 2PM-6PM |
| | Course 4 | Course 4 | | | | |
| 28 | 2 | 2 | Unit 1 : Introduction to Order to Cash Process / Unit 2: Stages of O2C cycle | Anita Kumari | 1/5/15 | 2PM-6PM |
| 29 | 2 | 2 | Unit 3: Credit review | Anita Kumari | 6/5/15 | 2PM-6PM |
| 30 | 2 | 2 | Unit 4: Order Management and Invoicing | Anita Kumari | 6/5/15 | 2PM-6PM |
| 31 | 2 | 2 | Unit 5: Collections | Anita Kumari | 7/5/15 | 2PM-6PM |
| 32 | 2 | 2 | Unit 6: Accounts Receivable | Anita Kumari | 8/5/15 | 2PM-6PM |
| 33 | 2 | 2 | Unit 7: O2C operations | Anita Kumari | 13/5/15 | 2PM-6PM |
| 34 | 2 | 2 | Unit 8: Quality checks in O2C cycle | Anita Kumari | 14/5/15 | 2PM-6PM |
| | Course 5 | Course 5 | | | | |
| 35 | 2 | 2 | Unit 1: Record to report | Anita Kumari | 15/5/15 | 2PM-6PM |

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| 36 | 2 | 2 | Unit 2: Overview of Reconciliation / Unit 3: Bank Recon | Anita Kumari | 20/5/15 | 2PM-6PM |
| 37 | 2 | 2 | Unit 4: Fixed Assets | Anita Kumari | 21/5/15 | 2PM-6PM |
| 38 | 2 | 2 | Unit 5: Depreciation Accounting | Anita Kumari | 22/5/15 | 2PM-6PM |
| 39 | 2 | 2 | Unit 6: Cash Budegting | Anita Kumari | 26/5/15 | 2PM-6PM |
| 40 | 2 | 2 | Unit 7: Cash Forecasting | Anita Kumari | 27/5/15 | 2PM-6PM |
| 41 | 2 | 2 | Unit 8: Control & Metrics in R2R | Anita Kumari | 28/5/15 | 2PM-6PM |
| 42 | 2 | 2 | Unit 9: Reporting / Assignment | Anita Kumari | 29/5/15 | 2PM-6PM |
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| | TOTAL HOURS: 168 | | | | | |
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JAN-JUNE (2nd SEM) 2015 (DBPO F&A -BPOI-006)

| Session Numbers | Theory (Hrs) | Online Training/Practice session (Hrs) | Dates | Time | | Session Topics | Counsellor |
|-----------------|----------------|--|-----------|---------------|-----------------|---|--------------------|
| | | | | Theory | Online Training | | |
| | Block 1 | Block 1 | | | | | |
| 1 | 2 | 0 | 3/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Greeting n Intro-How to greet n introduce Unit 2 - Profile Writing | Sangeeta Chaudhary |
| 2 | 2 | 0 | 4/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Small Talk Unit 4 - Language n culture | Sangeeta Chaudhary |
| | Block 2 | Block 2 | | | | | |
| 3 | 2 | 2 | 10/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit1 - Features of telephone communication-Opening, closing, bridging, phrases, Unit 2 - Making appointments | Sangeeta Chaudhary |
| 4 | 2 | 2 | 11/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3- Leaving n taking messages Unit 4- Emphasize ON voice MAIL, VIDEO CONF, CONFERENCE CALLS | Sangeeta Chaudhary |
| | Block 3 | Block 3 | | | | | |
| 5 | 2 | 2 | 12/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1-Modes of communication Unit 2-Internal Correspondence | Sangeeta Chaudhary |
| 6 | 2 | 2 | 13/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3- External Correspondence- Email Unit 4- Reporting-calls, mails-Analytical reporting and Informational reports | Sangeeta Chaudhary |
| | Block 4 | Block 4 | | | | | |
| 7 | 2 | 2 | 17/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1- Types of customers, Unit 2- essentials of customer service, Unit 3- ownership and accountability | Sangeeta Chaudhary |
| 8 | 2 | 2 | 18/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 - Complain handling Unit 5- Rapport Building and empathy Unit 6- Negotiation Skills | Sangeeta Chaudhary |
| | Block 5 | Block 5 | | | | | |
| 9 | 2 | 2 | 19/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1- Purpose of presentation Unit 2-Strcutre and kinds of presentation | Sangeeta Chaudhary |
| 10 | 2 | 2 | 20/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3-Preparation and delivery of presentation Unit 4-Visuals | Sangeeta Chaudhary |

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| | Block 6 | Block 6 | | | | | |
| 11 | 2 | 2 | 24/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Setting the agenda and planning the meeting Unit 2 - Types of meeting | Sangeeta Chaudhary |
| 12 | 2 | 2 | 25/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Conducting and participating in meeting 1 Unit 4 - Conducting and participating in meeting 2 | Sangeeta Chaudhary |
| | Block 7 | Block 7 | | | | | |
| 13 | 2 | 2 | 26/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Communicating cross culture-Indianism-Difference btw culture | Sangeeta Chaudhary |
| 14 | 2 | 2 | 27/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Communicating cross culture-Indianism-Difference btw culture Unit 2 - Traveling on business | Sangeeta Chaudhary |
| | Block 7 | Block 7 | | | | | |
| 15 | 2 | 2 | 31/3/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Communication in BPO Unit 4 - Ability to say no | Sangeeta Chaudhary |
| 16 | 2 | 2 | 1/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Communication in BPO Unit 4 - Ability to say no | Sangeeta Chaudhary |
| | Block 8 | Block 8 | | | | | |
| 17 | 2 | 2 | 2/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application | Sangeeta Chaudhary |
| 18 | 2 | 2 | 7/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application | Sangeeta Chaudhary |
| 19 | 2 | 2 | 8/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion | Sangeeta Chaudhary |
| 20 | 2 | 2 | 9/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion | Sangeeta Chaudhary |

JAN-JUNE 2015 (DBPO F&A-BPOI-007)

| Session Numbers | Theory (Hrs) | Online Training/Practice session (Hrs) | Dates | Time | | Session Topics | Counsellor |
|-----------------|----------------|--|-----------|---------------|-----------------|--|------------------|
| | | | | Theory | Online Training | | |
| | Block 1 | Block 1 | | | | | |
| 1 | 2 | 2 | 10/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 – Introduction to PC Unit 2 - Storage Organization | Neeraj Bhatnagar |
| 2 | 2 | 2 | 14/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 – I/O Devices Unit 4 – Software | Neeraj Bhatnagar |
| | Block 2 | Block 2 | | | | | |
| 3 | 2 | 2 | 15/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 – Software vulnerabilities Unit 2 - Introduction to networking | Neeraj Bhatnagar |
| 4 | 2 | 2 | 16/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 – Information security | Neeraj Bhatnagar |
| | Block 3 | Block 3 | | | | | |
| 5 | 2 | 2 | 17/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 – Internet technologies and browsers | Neeraj Bhatnagar |
| 6 | 2 | 2 | 21/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 2 – Internet Search engines Unit 2 – Internet Search engines | Neeraj Bhatnagar |
| | Block 4 | Block 3 | | | | | |
| 7 | 2 | 2 | 22/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Working with internet | Neeraj Bhatnagar |
| 8 | 2 | 2 | 23/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 - Communication using internet | Neeraj Bhatnagar |
| | Block 5 | Block 4 | | | | | |
| 9 | 2 | 2 | 24/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 - Microsoft Word | Neeraj Bhatnagar |
| 10 | 2 | 2 | 28/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 2 – Microsoft PowerPoint | Neeraj Bhatnagar |
| | Block 6 | Block 5 | | | | | |
| 11 | 2 | 2 | 29/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 1 – Basics of Excel | Neeraj Bhatnagar |
| 12 | 2 | 2 | 30/4/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 2 – Formatting and Editing in excel | Neeraj Bhatnagar |
| | Block 7 | Block 5 | | | | | |
| 13 | 2 | 2 | 1/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 3 - Formulae's and Functions | Neeraj Bhatnagar |
| 14 | 2 | 2 | 5/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 – Working with Tables and Charts | Neeraj Bhatnagar |
| | Block 7 | Block 5 | | | | | |

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| 15 | 2 | 2 | 6/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 – Working with Tables and Charts | Neeraj Bhatnagar |
| 16 | 2 | 2 | 7/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 – Working with Tables and Charts | Neeraj Bhatnagar |
| | Block 8 | Block 5 | | | | | |
| 17 | 2 | 2 | 8/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 4 – Operating with files | Neeraj Bhatnagar |
| 18 | 2 | 2 | 12/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 5 – Working with multiple sheets and workbooks | Neeraj Bhatnagar |
| | Block 8 | Block 5 | | | | | |
| 19 | 2 | 2 | 13/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 6 – Sorting and subtotaling the data | Neeraj Bhatnagar |
| 20 | 2 | 2 | 14/5/2015 | 2.30pm-4.30pm | 4.30pm-6.30pm | Unit 7- Protecting and printing worksheets | Neeraj Bhatnagar |