

DBPO F & A(1st semester) SCHEDULE JAN-JUNE 2014

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	27/2/14	2PM-6PM
2	2	2	Unit 2: Organisation of the BPO Industry	Anita Kumari	1/3/14	2PM-6PM
3	2	2	Unit 3: Overview of the Indian BPO Industry	Anita Kumari	2/3/14	2PM-6PM
4	2	2	Unit 4: Overview of the F&A outsourcing	Anita Kumari	6/3/14	2PM-6PM
5	2	2	Unit 5: Career Prospects in BPO's Unit 6: Getting ready for F&A BPO Industry	Anita Kumari	7/3/14	2PM-6PM
6	2	2	Unit7: IT Applications in F&A BPO / Assignment	Anita Kumari	8/3/14	2PM-6PM
	Course 2	Course 2				
7	2	2	Unit 1: Introduction to Accounting	Anita Kumari	9/3/14	2PM-6PM
8	2	2	Unit 2:Accounting Principles	Anita Kumari	13/3/14	2PM-6PM
9	2	2	Unit3: Accounting Standards	Anita Kumari	14/3/14	2PM-6PM
10	2	2	Unit4: Recording of Business Transactions- Journal	Anita Kumari	15/3/14	2PM-6PM
11	2	2	Unit5: Classification - Ledger	Anita Kumari	16/3/14	2PM-6PM
12	2	2	Unit6: Special Purpose Subsidiary Book	Anita Kumari	20/3/14	2PM-6PM
13	2	2	Unit7: Rectification of Errors	Anita Kumari	21/3/14	2PM-6PM
14	2	2	Unit8: Accounting Concepts: Income, Expenditure & Receipts Unit9: Trading and Profit and loss Account	Anita Kumari	22/3/14	2PM-6PM
15	2	2	Unit 10: Balance Sheet Unit 11: Adjustments in Final Accounts	Anita Kumari	23/3/14	2PM-6PM

16	2	2	Unit 12: Final Accounts with Adjustments	Anita Kumari	27/3/14	2PM-6PM
17	2	2	Unit13: Provisions and Reserves Unit 14: Preparation of Profit and Loss Account	Anita Kumari	28/3/14	2PM-6PM
18	2	2	Unit 15: Preparation of Balance Sheet Unit 16: Financial Schedules Assignment	Anita Kumari	29/3/14	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	30/3/14	2PM-6PM
20	2	2	Unit 3: Source documents Unit 4: Procurement Activities	Anita Kumari	3/4/14	2PM-6PM
21	2	2	Unit 5: Invoice processing cycle	Anita Kumari	4/4/14	2PM-6PM
22	2	2	Unit 6: Invoice on hold	Anita Kumari	5/4/14	2PM-6PM
23	2	2	Unit 7: Payment runs	Anita Kumari	6/4/14	2PM-6PM
24	2	2	Unit 8: Vendor helpdesk Unit 9: Quality checks	Anita Kumari	10/4/14	2PM-6PM
25	2	2	Unit 10: Issue management risk management and control	Anita Kumari	11/4/14	2PM-6PM
26	2	2	Unit 11: Associated Accounting entries for P2P process and Reconciliation / Unit 12: Metrics and best practices	Anita Kumari	12/4/14	2PM-6PM
27	2	2	Unit 13: Overview of T&E Process Unit 14: Phases of T&E Process Assignment	Anita Kumari	13/4/14	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	17/4/14	2PM-6PM
29	2	2	Unit 3: Credit review	Anita Kumari	18/4/14	2PM-6PM
30	2	2	Unit 4: Order Management and Invoicing	Anita Kumari	19/4/14	2PM-6PM
31	2	2	Unit 5: Collections	Anita Kumari	20/4/14	2PM-6PM
32	2	2	Unit 6: Accounts Receivable	Anita	24/4/14	2PM-6PM

				Kumari		
33	2	2	Unit 7: O2C operations	Anita Kumari	25/4/14	2PM-6PM
34	2	2	Unit 8: Quality checks in O2C cycle	Anita Kumari	26/4/14	2PM-6PM
	Course 5	Course 5				
35	2	2	Unit 1: Record to report	Anita Kumari	27/4/14	2PM-6PM
36	2	2	Unit 2: Overview of Reconciliation / Unit 3: Bank Recon	Anita Kumari	1/5/14	2PM-6PM
37	2	2	Unit 4: Fixed Assets	Anita Kumari	2/5/14	2PM-6PM
38	2	2	Unit 5: Depreciation Accounting	Anita Kumari	3/5/14	2PM-6PM
39	2	2	Unit 6: Cash Budegting	Anita Kumari	4/5/14	2PM-6PM
40	2	2	Unit 7: Cash Forecasting	Anita Kumari	8/5/14	2PM-6PM
41	2	2	Unit 8: Control & Metrics in R2R	Anita Kumari	9/5/14	2PM-6PM
42	2	2	Unit 9: Reporting / Assignment	Anita Kumari	10/5/14	2PM-6PM
	TOTAL HOURS: 168					

JULY-DECEMBER 2013 (DBPOF&A2ND SEM-BPOI-006)

Session Numbers	Theory (Hrs)	Online Training/Practice session (Hrs)	Dates	Time	Session Topics	Counsellor
	Block 1	Block 1				
1	2	0	22/02/14	10am-12pm	Unit 1 - Greeting n Intro-How to greet n introduce Unit 2 - Profile Writing	Mrs.Johnsy
2	2	0	23/02/14	10am-12pm	Unit 3 - Small Talk Unit 4 - Language n culture	Mrs.Johnsy
	Block 2	Block 2				
3	2	2	2/3/2014	10am-2pm	Unit1 - Features of telephone communication- Opening, closing, bridging, phrases, Unit 2 - Making appointments	Mrs.Johnsy
4	2	2	8/3/2014	10am-2pm	Unit 3- Leaving n taking messages Unit 4- Emphasize ON voice MAIL, VIDEO CONF, CONFERENCE CALLS	Mrs.Johnsy
	Block 3	Block 3				
5	2	2	9/3/2014	10am-2pm	Unit 1-Modes of communication Unit 2-Internal Correspondence	Mrs.Johnsy
6	2	2	22/3/2014	10am-2pm	Unit 3- External Correspondence- Email Unit 4- Reporting-calls, mails-Analytical reporting and Informational reports	Mrs.Johnsy
	Block 4	Block 4				
7	2	2	23/3/2014	10am-2pm	Unit 1- Types of customers, Unit 2- essentials of customer service, Unit 3- ownership and accountability	Mrs.Johnsy
8	2	2	30/3/2014	10am-2pm	Unit 4 - Complain handling Unit 5- Rapport Building and empathy Unit 6- Negotiation Skills	Mrs.Johnsy
	Block 5	Block 5				
9	2	2	6/4/2014	10am-2pm	Unit 1- Purpose of presentation Unit 2-Strcuture and kinds of presentation	Mrs.Johnsy

10	2	2	12/4/2014	10am-2pm	Unit 3-Preparation and delivery of presentation Unit 4-Visuals	Mrs.Johnsy
	Block 6	Block 6				
11	2	2	13/4/2014	10am-2pm	Unit 1 - Setting the agenda and planning the meeting Unit 2 - Types of meeting	Mrs.Johnsy
12	2	2	20/4/2014	10am-2pm	Unit 3 - Conducting and participating in meeting 1 Unit 4 - Conducting and participating in meeting 2	Mrs.Johnsy
	Block 7	Block 7				
13	2	2	26/4/2014	10am-2pm	Unit 1 - Communicating cross culture- Indianism-Difference btw culture	Mrs.Johnsy
14	2	2	27/4/2014	10am-2pm	Unit 1 - Communicating cross culture- Indianism-Difference btw culture Unit 2 - Traveling on business	Mrs.Johnsy
	Block 7	Block 7				
15	2	2	4/5/2014	10am-2pm	Unit 3 - Communication in BPO Unit 4 - Ability to say no	Mrs.Johnsy
16	2	2	10/5/2014	10am-2pm	Unit 3 - Communication in BPO Unit 4 - Ability to say no	Mrs.Johnsy
	Block 8	Block 8				
17	2	2	11/5/2014	10am-2pm	Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application	Mrs.Johnsy
18	2	2	18/5/2014	10am-2pm	Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application	Mrs.Johnsy
19	2	2	24/5/2014	10am-2pm	Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion	Mrs.Johnsy
20	2	2	25/5/2014	10am-2pm	Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion	Mrs.Johnsy

Total Hrs: 76

JAN-JUNE 2014 (DBPOF&A SEM 2-BPOI-007)

Session Numbers	Theory (Hrs)	Online Training/Practice session (Hrs)	Dates	Time	Session Topics	Counsellor
	Block 1	Block 1				
1	2	2	22/02/14	2pm-6pm	Unit 1 – Introduction to PC Unit 2 - Storage Organization	Mrs.Yashoda Bhatt
2	2	2	23/02/14	2pm-6pm	Unit 3 – I/O Devices Unit 4 – Software	Mrs.Yashoda Bhatt
	Block 2	Block 2				
3	2	2	2/3/2014	2pm-6pm	Unit 1 – Software vulnerabilities Unit 2 - Introduction to networking	Mrs.Yashoda Bhatt
4	2	2	8/3/2014	2pm-6pm	Unit 3 – Information security	Mrs.Yashoda Bhatt
	Block 3	Block 3				
5	2	2	9/3/2014	2pm-6pm	Unit 1 – Internet technologies and browsers	Mrs.Yashoda Bhatt
6	2	2	22/3/2014	2pm-6pm	Unit 2 – Internet Search engines Unit 2 – Internet Search engines	Mrs.Yashoda Bhatt
	Block 4	Block 3				
7	2	2	23/3/2014	2pm-6pm	Unit 3 - Working with internet	Mrs.Yashoda Bhatt
8	2	2	30/3/2014	2pm-6pm	Unit 4 - Communication using internet	Mrs.Yashoda Bhatt
	Block 5	Block 4				
9	2	2	6/4/2014	2pm-6pm	Unit 1 - Microsoft Word	Mrs.Yashoda Bhatt
10	2	2	12/4/2014	2pm-6pm	Unit 2 – Microsoft PowerPoint	Mrs.Yashoda Bhatt

	Block 6	Block 5				
11	2	2	13/4/2014	2pm-6pm	Unit 1 – Basics of Excel	Mrs.Yashoda Bhatt
12	2	2	20/4/2014	2pm-6pm	Unit 2 – Formatting and Editing in excel	Mrs.Yashoda Bhatt
	Block 7	Block 5				
13	2	2	26/4/2014	2pm-6pm	Unit 3 - Formulae's and Functions	Mrs.Yashoda Bhatt
14	2	2	27/4/2014	2pm-6pm	Unit 4 – Working with Tables and Charts	Mrs.Yashoda Bhatt
	Block 7	Block 5				
15	2	2	4/5/2014	2pm-6pm	Unit 4 – Working with Tables and Charts	Mrs.Yashoda Bhatt
16	2	2	10/5/2014	2pm-6pm	Unit 4 – Working with Tables and Charts	Mrs.Yashoda Bhatt
	Block 8	Block 5				
17	2	2	11/5/2014	2pm-6pm	Unit 4 – Operating with files	Mrs.Yashoda Bhatt
18	2	2	18/5/2014	2pm-6pm	Unit 5 – Working with multiple sheets and workbooks	Mrs.Yashoda Bhatt
	Block 8	Block 5				
19	2	2	24/5/2014	2pm-6pm	Unit 6 – Sorting and subtotaling the data	Mrs.Yashoda Bhatt
20	2	2	25/5/2014	2pm-6pm	Unit 7- Protecting and printing worksheets	Mrs.Yashoda Bhatt