## <u>Syllabi for Chief Trainer</u>

1. **English:**
   i) Articles
   ii) Antonyms & Synonyms
   iii) Preposition
   iv) Verbs
   v) Pronouns
   vi) Reading comprehension
   vii) Determiners
   viii) Spellings
   ix) Sentences
   x) Punctuation

2. **General Knowledge**
   i) General current events (International and National Level)
   ii) Sports
   iii) Indian geography
   iv) Capital/State
   v) General Science
   vi) Health, Hygiene and Sanitation
   vii) Geography of Jammu and Kashmir
   viii) UNESCO World Heritage
   ix) Full forms of Organisations

3. **Reasoning and Aptitude:**
   i) Analogies
   ii) Relationship concepts
   iii) Figure odd one out
   iv) Direct Sense
   v) Figure Series completion
   vi) Venn Diagram
   vii) Number series
   viii) Coding/Decoding
   ix) Time and Speed
   x) Age Problems
   xi) Permutation and Combination

4. **Computer Applications**
   i) Basic Applications of Computer and its component.
   ii) Fundamentals of computer sciences.
   iii) Hardware & Software
   iv) Input & output Devices
   v) Operating System
   vi) Knowledge of MS Word, MS Excel, MS Access, MS PowerPoint, PDF Internet and E-mail
   vii) Concept of Computer Virus and Latest Anti-Virus
   viii) Terms and Abbreviation used in IT
   ix) Role of Information Technology in Governance

5. **BPO Training and Operations**
   i) Concept of B.P.O
   ii) Major B.P.O. sectors
   iii) Onshore and offshore outsourcing
   iv) Different types of B.P.Os
   v) Common software products in B.P.Os
   vi) Customer relationship management
   vii) Customer orientation
   viii) Telephone etiquettes & Call Handling Skills

# Syllabi for **Assistant Trainer**

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