



GOVERNMENT OF MANIPUR
OFFICE OF THE PRINCIPAL, MANIPUR COLLEGE, IMPHAL

CIRCULAR



Imphal, the 28th November, 2022

No. 56/07-CIR/MC: This is to inform to all concerned that in continuation of the Memorandum of Understanding between this college and National Institute of Electronics and Information Technology (NIELIT), Imphal entered on 07-10-2022 there will be a Capacity Building Programme/Add-on Course for the **5th Semester Students** of this college on **Business Process Outsourcing (BPO) Expert** in the Mini Conference Room (Teachers' Common Room of the College for a duration of 200 hours (four months) w.e.f. 05.12.2022 without any course fee. The course will be conducted in a batch of 30 students from 3.30 p.m. to 5.30 p.m. without disturbing normal classes.

Each department shall nominate maximum 2 students of **5th Semester** *excluding the students presently undergoing Students Capacity Building Programme on Computer Applications, Accounting and Publishing* (in the format furnished below) **by 01-12-2022** (Thursday) to be placed before a screening committee for final selection of the students through counselling process on 02-12-2022 (Friday). Each department may follow its own selection criteria for selection among which **regularity in attendance and punctuality in normal classes** should be one among other criteria.

| Department: | | | | | | |
|-------------|---------------|--------------------------|-----------------|---------|-----------|------------------|
| Sl. No. | Class Roll No | University Exam Roll No. | Name of Student | Address | Phone No. | College email id |
| | | | | | | |

Enco: Highlights, Learning Outcomes, Career Opportunities, Potential Employers of the Programme


(Dr. W. Shambhunath Singh)
Principal


Copy to

1. The Director, University & Higher Education, Govt. of Manipur for kind information
2. The Director, NIELIT, for kind information
3. Dr. Ratnabali Sanasam, Asst. Prof., Sangeeta Thokchom, Asst. Prof., Course Coordinators
4. The Convener, Manipur College Academic Committee
5. The Coordinators(s), Manipur College IQAC
6. All HoDs to kindly arrange to share the above notice in 5th Semester WhatsApp groups
7. Admin, Manipur College Website
8. Guard File

“BPO EXPERT”

A Capacity Building Programme offered by NIELIT Imphal

Objective: The purpose of this qualification/skill is to make the trainees understand and improve their ‘Soft Skills’ or “Inter Personal Skills’, along with a focus to improve their communicating ability in English and basic Computer skills, so as to enhance their opportunities towards meaningful employability.

Highlights of the training programme:

- Training duration 200 Hrs (4 months)
- Free of cost training
- Training by Experience faculty
- Mock Interview
- Live Interview for placement

Learning Outcomes:

- To develop an integrated sense of personality, a positive sense of self and personal code of ethics.
- To execute good command in Communicative English and improved soft skills.
- To gain basic Computer knowledge as per modern day requirement.

Career opportunities:

- Customer support staff
- Sales associate
- Customer Service Executives
- Supervisor
- Guest Service
- Cabin Crew
- Airport Ground Staff
- Sales Assistance etc.

Potential Employer:

- Airline Industry
- Hotel Industry
- Cruise Ship
- Call Centre
- Ites BPO Service

