**Course Name: Business Process Management**

**ABOUT THE COURSE**

| | |
|---|---|
| **TOTAL DURATION:** | 45HRS |
| **MODE OF DELIVERY** | Virtual Instructor Led |
| **TRAINER TO STUDENT RATIO**: | 1:50 |
| **TOTAL MARKS:** | 75 |

| TABLE 1 | |
|---|---|
| **OVERALL COURSE OBJECTIVE:** | The BPM Associate course is designed to create talent readiness for the BPM Industry |
| **LEARNING OUTCOME:** | • Identify broadly about what the BPM industry is all about<br>• Discern the definiton of BPM<br>• Examine the various BPM characterstics in brief<br><br>   Identify how the Outsource industry is a business value for            organizations<br>• Discern the industry win-win buisness concept<br>• Identify the numerous Industry benefits & value additions |

| TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME | | | | |
|---|---|---|---|---|
| **SL.NO** | **MODULE NAME** | **MODULE CONTENT** | **MODULE LEARNING OUTCOME** | **DURATION (Mins)** |
| 1. | Customer Service | Customer Service Essentials | At the end of this Pathway, you will be able to:<br><br>• Understand what Customer Service is<br><br>• Get an overview of the Customer | 38 |

| | | | Service Industry, BPOs & Call Centre Industry<br><br>• Gain knowledge about careers in the Customer Service industry & how the performance is measured in the industry<br><br>• Comprehend how sales is conducted through Customer Service | |
|---|---|---|---|---|
| 2. | BPM Industry Overview | BPM | By the end of this Pathway, you will:<br>• Identify broadly about what the BPM industry is all about<br>• Discern the definiton of BPM<br>• Examine the various BPM characterstics in brief<br>• Discern BPM's value prosition | 25 |
| 3. | | Outsourcing Evolution | By the end of this Pathway, you will:<br>• Identify how the Outsource industry evolved | 25 |

| | | | • Discern its past, present & future scope | |
|---|---|---|---|---|
| 4. | | Outsourcing Value | By the end of this Pathway, you will:<br>• Identify how the Outsource industry is a business value for organizations<br>• Discern the industry win-win buisness concept<br>• Identify the numerous Industry benefits & value additions | 25 |
| 5. | | BPM Growth and Potential | By the end of this Pathway, you will:<br>• Identify the scope of BPM Outsource industry<br>• Analyse market potential and its possible growth in the near future<br>• Identify various regions and their resource capabilities & potential | 25 |
| 6. | | Outsource Location Types | By the end of this Pathway, you will:<br>• Identify the various types of outsourcing | 25 |

| | | | locations<br>• Analyse market potential and its possible growth in the near future<br>• Identify various regions and their resource capabilities & potential | |
|---|---|---|---|---|
| 7. | | Outsource Services | By the end of this Pathway, you will be able to:<br>• Understand the various kinds of key outsource services that exist & their basic functionalities<br>• Discern their market potential and their possible growth in the near future | 25 |
| 8. | | Outsource Business Processes | By the end of this Pathway, you will be able to:<br>• Understand operations of Inbound, Outbound & Back-Office processes<br>• Discern which process works for various business operations | 25 |

| | | | | constructively & economically | |
|---|---|---|---|---|---|
| 9. | | BPM Model | By the end of this Pathway, you will be able to: • Understand the model structure & its applications • Discern the BPM Life Cycle process & various aspects revolving around it | 25 |
| 10. | Banking | Banking System & Importance of a bank | By the end of the Pathway, you will be able to: • Get an overview of Banking • Understanding how the evolution of Banking has begun • Explain the types of Banks and their functionalities | 32 |
| 11. | | Banking Products | By the end of the Pathway, you will be able to: • Get an overview of Banking Products • Understand the types of Bank accounts • Explore the | 33 |

| | | | | |
|---|---|---|---|---|
| | | | types of Loans and their uses<br>• Understand how different types of cards work<br>• Explain the concept of Trade Finance<br>• Discover how mutual funds work | |
| 12. | | Banking Services | By the end of the Pathway, you will be able to :<br>• Get an overview of Banking Services<br>• Understand branched-based Services<br>• Discover how Offsite banking works<br>• Understand Online/Self Service banking | 34 |
| 13. | | Functions of a Central Bank | By the end of the Pathway, you will be able to:<br>• Understand what is a Central Bank for a country (Central Reserve)<br>• Discover the types of functions in a Central Bank<br>• Explain the regulations between | 25 |

| | | | | |
|---|---|---|---|---|
| | | | Central Bank and other Retail Banks | |
| 14. | | Know Your Customer | By the end of the Pathway, you will be able to:<br>• Understand the concept of KYC<br>• Discover why KYC is needed<br>• Know how KYC helps in preventing money laundering<br>• Understand what is money laundering concepts | 25 |
| 15. | | Banking Risks & Frauds | By the end of the Pathway, you will be able to:<br>• Understand what is fraud<br>• Describe the history of the risk management system<br>• Explore the types of risks | 25 |
| 16. | | Banking Industry Future Trends | By the end of the Pathway, you will be able to:<br>• Understand Banking Industry Future Trends<br>• Explore Key Disruptive Trends<br>• Discover the | 25 |

| | | | key characteristics of the Future of Payments | |
|---|---|---|---|---|
| 17. | | Banking System & Importance of a bank | By the end of the Pathway, you will be able to:<br>• Get an overview of Banking<br>• Understanding how the evolution of Banking has begun<br>• Explain the types of Banks and their functionalities | 32 |
| 18. | COLLABORATION & TEAMWORK | Getting Started with Collaboration & Teamwork Skills | By the end of this Pathway, the learner will:<br>• Explain what it means to collaborate within and across teams.<br>• Discover the need for collaboration in today's age. | 25 |
| 19. | | Importance and Benefits of Collaboration and Teamwork | By the end of the Pathway, you will:<br>• Discover the importance of Collaboration and Teamwork in your personal and professional life<br>• Summarize | 25 |

| | | | the advantages of having a good Collaboration and Teamwork culture to increase performance | |
|---|---|---|---|---|
| 20. | | Being an Empathetic Team Player | By the end of this Pathway, you will:<br>• Identify what empathy is<br>• Explain the role of empathy in team work<br>• Identify the steps that you can take towards being an empathetic team player | 25 |
| 21. | | Skills Required to Successfully Practice Collaboration & Teamwork | By the end of this Pathway, you will:<br>• Identify the skills required to be collaborative<br>• Identify how you can build these skills | 25 |
| 22. | | Fundamentals of Virtual Collaboration | By the end of the Pathway, the Learner will:<br>• Discover the concept of Virtual Collaboration.<br>• Understand the Fundamentals | 25 |

| | | | of Virtual Collaboration. | |
|---|---|---|---|---|
| 23. | | Getting Started with Creative Problem Solving & Critical Thinking | By the end of this Pathway, you will:<br>• Define what is Creative Problem Solving & Critical thinking<br>• List the benefits of Creative Problem Solving & Critical Thinking | 25 |
| 24. | | Skills Required to Successfully Practice Creative Problem Solving & Critical Thinking | By the end of this Pathway, you will:<br>• Identify the skills required to practice Creative Problem Solving & Critical Thinking<br>• Explain how you can build these skills | 25 |
| 25. | | Identifying and Overcoming Biases | By the end of the Pathway, the learners will:<br>• Identify the types of biases and their impact<br>• Identify ways to overcome biases | 25 |

| | | | | |
|---|---|---|---|---|
| 26. | | Practicing Creative Problem Solving & Critical Thinking | By the end of this Pathway, the learners will be able to: <br>• Identify methods to use the Creative Problem Solving (CPS) and Critical Thinking to your advantage <br>• Identify how CPS and Critical Thinking can be used to bring an impact | 25 |
| 27. | **WELLBEING** | Mental Well Being | By the end of this Pathway, you will: <br>• Identify the difference between mental well being and mental health. <br>• Identify the steps you can take towards your own mental well being. | 25 |
| 28. | **EMOTIONAL INTELLIGENCE** | Emotional Intelligence | By the end of the Pathway, you will: <br>• Identify what is emotional intelligence <br>• Identify ways to develop | 25 |

| | | | emotional intelligence | |
|---|---|---|---|---|
| 29. | | Emotional Well Being | By the end of this Pathway, you will:<br>• Identify why emotional well-being is important<br>• Identify the steps you can take towards your own emotional well-being | 25 |
| 30. | | Mindfulness | By the end of this Pathway, the learners will:<br>• Explain what is mindfulness<br>• Identify ways to practice mindfulness | 25 |
| 31. | **GOALS** | Setting Up Learning Goal | By the end of this Pathway, the learners will:<br>• Identify importance of learning goals<br>● Create your learning goals<br>• Identify steps to achieve your learning goals | 25 |
| 32. | **COMMUNICATION SKILLS** | Getting Started with Effective Communication Skills | By the end of this Pathway, you will:<br>• Define what communication is | 25 |

| | | | | |
|---|---|---|---|---|
| | | | • List why communication is needed | |
| 33. | | Enhancing Personal Brand with Effective Communication | By the end of this Pathway, you will:<br>• Identify attributes that describe your personal brand<br>• Explain how to communicate your personal brand with the world | 25 |
| 34. | | Communicating under Stress | By the end of this Pathway, you will:<br>• Explain how Stress affects Communication<br>• Explain how to communicate effectively under stress | 25 |
| 35. | | Effective Digital Communication | By the end of this Pathway, you will be able to:<br>• Identify the importance of digital communication<br>• Develop effective digital communication<br>• Explain dos and don'ts of digital | 25 |

| | | | | |
|---|---|---|---|---|
| | | | communicatio n | |
| 36. | | Importance of Emotional Awareness in Communicatio n | By the end of the Pathway, you will: • Explain the importance of managing emotions • Describe the relation between emotions and interpersonal communicatio n • Identify ways to improve emotional communicatio n | 25 |
| 37. | | Skills Required to Communicate Effectively | By the end of this Pathway, you will: • Identify the skills required to Communicate Effectively • Explain how you can build these skills for success | 25 |
| 38. | | Body Language: Using the Right Body Language | By the end of this Pathway, you will: • Identify the importance of having the correct body language • Identify the right body language that fosters | 25 |

| | | | | |
|---|---|---|---|---|
| | | | relationship building<br>• Identify what you can do to develop the right body language | |
| 39. | | Understanding Others' Body Language | After completing this Pathway, you will:<br>• Identify why you should understand the body language of others<br>• Identify what emotions and thoughts being reflected in different body languages | 25 |
| 40. | | Listening Skills | By the end of this Pathway, you will:<br>• Identify the importance of Listening Skills<br>• Identify the techniques to develop and strengthen your listening skills | 25 |
| 41. | | Verbal Communication Etiquette | By the end of this Pathway, you will be:<br>• Identify the etiquettes that you must follow during a verbal conversation | 25 |

| | | | | |
|---|---|---|---|---|
| 42. | | Asking Right Questions | By the end of this Pathway, you will:<br>• Identify the importance of asking the right questions<br>• Identify the ways when and how to ask the right questions | 25 |
| 43. | | Effective Virtual Communication Techniques | By the end of the Pathway, the Learner will:<br><br>• Understand the concept of Effective Virtual Communication.<br>• Discover the Techniques for Effective Virtual Communication. | 25 |
| 44. | | Principles of Effective Communication | By the end of the Pathway, the Learner will:<br><br>• Discover the concept of Effective Communication.<br>• Understand the Principles of Effective Communication. | 25 |

| | | | | |
|---|---|---|---|---|
| 45. | | Written Communication | By the end of this Pathway, you will:<br>• Identify the types of written communication<br>• Identify ways to improve written communication | 25 |
| 46. | | Non-Verbal Communication | By the end of this Pathway, you will:<br>• Identify the types of non-verbal communication<br>• Adopt suitable non-verbal communication for work | 25 |
| 47. | | Overcoming Barriers to Effective Communication | By the end of this Pathway, the learners will:<br>• Identify the barriers that prevent you from communicating effectively<br>• Identifiy the methods by which you can overcome these barriers | 25 |
| 48. | | Correlation between Communcatio | By the end of this Pathway, the learners will: | 25 |

| | | | | |
|---|---|---|---|---|
| | | n and Influencing | • Identify the relationship between Communication and Influencing<br>• Identify the significance of using the influencing in relation with effective communication | |
| 49. | | Verbal Communication | By the end of this Pathway, the learners will:<br>• Identify the types of Verbal Communication<br>• Identify ways to improve Verbal Communication | 25 |
| 50. | | Practicing Effective Communication | By the end of this Pathway, the learners will:<br>• Identify methods to use Communication to your advantage<br>• Identify how effective Communication is being used to bring an impact | 25 |

| 51. | **Interview Mantra** | Creating a Winning CV | By the end of the Pathway, you will:<br>• Identify the elements that make a CV impressive<br>• Identify the key mistakes to avoid when creating your CV | 25 |
|---|---|---|---|---|
| 52. | | Personal Branding | By the end of this Pathway, you will:<br>• Explain Personal Branding and its importance<br>• Identify key elements of personal branding<br>• Identify ways to build your personal brand | 25 |
| 53. | | Acing the Automated Interview | By the end of the Pathway, you will:<br>• Identify ways to prepare for automated interviews<br>• Outline best practices to be kept in mind for automated interviews | 25 |
| 54. | | Researching a Company to Land an Interview | By the end of the Pathway, you will:<br>• Explain the importance of researching | 25 |

| | | | | |
|---|---|---|---|---|
| | | | about a company<br>• Explain how to conduct a research on a company<br>• Identify the elements to be considered while researching about a company | |
| 55. | | Creating a Winning CV | By the end of the Pathway, you will:<br>• Identify the importance of a Cover Letter<br>• Explain the use of A.I.D.A. model in writing a Cover Letter<br>• Identify the different tones that can be used to write a Cover Letter | 25 |
| 56. | | Personal Branding | By the end of the Pathway, you will:<br>• Explain what a psychometric test is<br>• Identify the broad categories of tests that comprise psychometric tests<br>• Explain why psychometric tests are used in the hiring | 25 |

| | | | | |
|---|---|---|---|---|
| | | | process<br>• Outline the reasons and ways to prepare for psychometric tests used in the hiring process | |
| 57. | | Acing the Automated Interview | By the end of the Pathway, you will:<br>• Outline the different types of interviews<br>• Discuss the techniques to succeed in a particular type of interview | 25 |
| 58. | | Great Cover Letter to Help You Get Hired | By the end of the Pathway, you will:<br>• Identify the types of questions asked in an interview<br>• Identify the correct way of answering the interview questions | 25 |
| 59. | | Psychometric Tests 101 | By the end of this Pathway, you will:<br>• Be able to prepare for an interview<br>• Identify etiquette to observe during an interview<br>• Take steps to face the | 25 |

| | | | interview confidently | |
|---|---|---|---|---|
| 60. | | Mastering Different Types of Job Interviews | By the end of the Pathway, you will:<br>• Identify the importance of Mock interviews<br>• Explain the steps to prepare and practise for a Mock Interview<br>• Explain the important aspects to be condsidered while practicing Mock interviews | 25 |
| 61. | | Types of Questions Asked in an Interview | By the end of the Pathway, you will:<br>• Discuss the importance of asking questions to the interviewer<br>• Explain the important aspects to be condsidered while asking questions to the interviewer | 25 |
| 62. | | How to Face an Interview | By the end of the Pathway, you will:<br>• Outline the common interview mistakes that interviewees | 25 |

| | | | | |
|---|---|---|---|---|
| | | | make<br>• Discuss ways to avoid such common mistakes in an interview | |
| 63. | | How to Practice through Mock Interviews | By the end of the Pathway, you will:<br>• Identify the different dressing etiquettes to follow for an interview<br>• Explain some of the best practices for dressing up while going for an interview | 25 |
| 64. | | Questions to Ask at the End of Your Interview | By the end of the Pathway, you will:<br>• Explain what 'follow up' period is<br>• Explain how it can be used to strengthen your positive impression<br>• Identfiy the different options that can be used to follow up after an interview<br>• Explain what to do if you don't hear back after following up | 25 |
| 65. | | Common Mistakes | By the end of the Pathway, you will: | 25 |

| | | Made in an Interview | • Explain various Types of Group Discussion<br>• Identify the process & evaluation criteria for Group Discussion<br>• Explain the Do's & Don'ts of Group Discussion | |
|---|---|---|---|---|
| 66. | | Power Dressing for Interviews | By the end of the Pathway, you will:<br>• Explain what a Virtual Interview is<br>• Discuss ways to prepare for Virtual Interviews<br>• Outline ways to ace Virtual Interviews | 25 |
| 67. | | Post Interview Etiquette | By the end of the Pathway, you will:<br>• Identify the elements that make a CV impressive<br>• Identify the key mistakes to avoid when creating your CV | 25 |
| 68. | | Preparing for Group Discussions | By the end of this Pathway, you will:<br>• Explain Personal Branding and its importance | 25 |

| | | | • Identify key elements of personal branding<br>• Identify ways to build your personal brand | |
|---|---|---|---|---|
| 69. | | Acing a Virtual Interview | By the end of the Pathway, you will:<br>• Identify ways to prepare for automated interviews<br>• Outline best practices to be kept in mind for automated interviews | 25 |
| 70. | **RPA** | Getting Started with Robotic Process Automation | After completing this Pathway, you will:<br>• Explain what Robotic Process Automation (RPA) is and how it works<br>• Provide an overview of the various components and elements of RPA<br>• Describe how RPA is transforming large industries | 35 |
| 71. | **Big Data** | Getting Started with | After completing this Pathway, you will: | 30 |

| | | Big Data Analytics | • Differentiate between Data Science, Big Data and Data Analytics<br>• Explain the relationship between Math and Data Analytics<br>• Outline the various tools used by Data Analysts | |
|---|---|---|---|---|
| 72. | **Blockchain** | Getting Started with Blockchain | After completing this Pathway, you will:<br>• Identify what Blockchain is and how it works<br>• Discover the different aspects relating to Blockchain | 27 |
| 73. | **Artificial Intelligence** | Artificial Intelligence Primer | After completing this Pathway, you will:<br>• Identify what Artificial Intelligence is<br>• Identify the different components of Artificial Intelligence | 38 |