



Monthly Allocation of Syllabus

| Skill Subject Name | IT/ITeS |
|--------------------|-----------------|
| Class | 9 th |

| Month | No. of Working Days | Title | No. of Teaching Periods | No. of Revision Periods |
|-------|---------------------|--|-------------------------|-------------------------|
| April | 24 | Unit 1: Communication Skills Session 1-Session 5 Unit 1 : Introduction to IT-ITeS Industry | 20 | 4 |
| May | 23 | Unit 1: Communication Skills Session 6-Session 10 Unit 2 : Data Entry and Keyboarding Skills | 20 | 3 |
| June | | SUMMER VACATIONS | | |
| Jul | 25 | Unit 2: Self-Management Skills Session 1-Session 3 Unit-3 Digital documentation Libre Office writer word processor, Starting Libre Office Writer, Creating a document, Parts of the Writer window, Cursor movement, Mouse pointer, Editing the document, Formatting a document, Formatting text, Paragraph style, | 21 | 4 |
| Aug | 21 | Unit 2: Self-Management Skills Session 4-Session 6 Unit-3 Digital documentation Page formatting ,Creating and managing tables, Printing a document, Mail Merge | 18 | 3 |
| Sept | 25 | Unit 3: ICT Skills Session 1-Session 4 Unit-4 Electronic Spreadsheet Starting Libre Office Calc, Parts of LibreOffice Calc, Entering data, Mathematical operators used in formulae, Formatting the worksheet | 19 | 6 |
| Oct | 19 | Unit 3: ICT Skills Session 5-Session 8 Unit-4 Electronic Spreadsheet Speeding up data entry, Referencing, Creation of Charts Using Spreadsheets | 17 | 2 |
| Nov | 23 | Unit 3: ICT Skills Session 9-Session 12 Unit-5 Digital Presentation Characteristics of a good quality presentation, Getting started with LibreOffice Impress, Parts of Impress window, Creating a Presentation, Selecting slide layout, Working with slides, Copying, moving and deleting content, View a presentation, Workspace views, Formatting text | 20 | 3 |
| Dec | 25 | Unit 4: Entrepreneurship Skills Session 1-Session 3 Unit-5 Digital Presentation Working with tables, Adding and formatting images, Managing graphic objects, Working with Slide Masters, Adding transitions | 20 | 5 |
| Jan | 14 | Unit 4: Entrepreneurship Skills Session 4-Session 7 | | |
| Feb | 22 | Unit 5: Green Skills REVISION FOR FINAL PRACTICAL AND THEORY EXAMS | | |
| Mar | 24 | FINAL EXAMS | | |

“It is certified that this Monthly allocation Syllabus Design covers the whole syllabus”



Monthly Allocation of Syllabus

| Skill Subject Name | IT/ITeS |
|--------------------|------------------|
| Class | 10 TH |

| Month | No. of Working Days | Title | No. of Teaching Periods | No. of Revision Periods |
|--------|---------------------|---|-------------------------|-------------------------|
| April | 24 | Unit 1: Communication Skills Session1-Session3 Unit 1:Digital Documentation Chapter 1- Introduction to Styles | 20 | 4 |
| May | 23 | Unit 1: Communication Skills Session -4,5 Unit 1:Digital Documentation Chapter 2-Working With Images | 19 | 4 |
| June | | SUMMER VACATIONS | | |
| July | 25 | Unit 1: Communication Skills Session -6,7 Unit 1:Digital Documentation Chapter 3. Advanced Features of Writer | 20 | 5 |
| August | 21 | Unit 2: Self-management Skills Session 1- Session 3 Unit 2: Electronic Spreadsheet Chapter Analyse data using scenarios and goal seek Chapter 5. Using Macros in spreadsheet | 18 | 3 |
| Sept | 25 | Unit 2: Self-management Skills Session 4 -Session 5 Unit 2. Electronic Spreadsheet Chapter 6. Linking Spreadsheet dataChapter 7. Share and Review a Spreadsheet | 20 | 5 |
| Oct | 19 | Unit 3 ICT Skills Session 1 - Session 2 Unit 3 Database Management SystemChapter 8. Introduction to Database Management System Chapter 9. Starting with LibreOfficeBase | 17 | 2 |
| Nov | 23 | Unit 3 ICT Skills Session 3 -Session 4 Unit 3 Database Management System Chapter 10. Working With Multiple Tables Chapter 11. Queries in Base Chapter 12. Forms and Reports | 20 | 3 |
| Dec | 25 | Unit 4 Entrepreneurial Skills Session 1- Session 2 Unit 4. Maintain Healthy, Safe and Secure Working Environment Chapter 13. IT Work Environment Chapter 14. Workplace Health, Safetyand Hazards | 21 | 4 |
| Jan | 14 | Unit 4 Entrepreneurial Skills Session 3- Session 4 Unit 4. Maintain Healthy, Safe andSecure Working Environment Chapter 15. Prevent Accidents and Emergencies | 12 | 2 |
| Feb | 22 | Unit 5 Green Skills Session 1- Session 2 REVISION FOR FINAL PRACTICAL AND THEORY EXAMS | | |
| Mar | 24 | FINAL EXAMS | | |

“It is certified that this Monthly allocation Syllabus Design covers the whole syllabus”



Monthly Allocation of Syllabus

| Skill Subject Name | IT/ITeS |
|--------------------|---------|
| Class | 11TH |

| Month | No. of Working Days | Title | No. of Teaching Periods | No. of Revision Periods |
|-------|---------------------|---|-------------------------|-------------------------|
| July | 25 | Unit 1: Communication Skills Session 1-Session7 Unit 1: IT-ITeS Industry | 20 | 5 |
| Aug | 21 | Unit 1: Communication Skills Session 8-Session 14: Unit 2- CRM Domestic Voice Representative Training Unit 3 Outbound Calls: Interacting withCustomer Interacting with Customers- Common Vocabulary of a Domestic BPO, To Make a Good First Impression, Introducing Yourself to Peers and Bosses, Introducing Yourself to Customers — Inbound Calls, Introducing Yourself to Customers — Telesale Calls, Introducing Yourself to Customers — Collection Calls, Know Personal Strengths and Weaknesses, Compose 'Strengths', Ways to Overcome Weaknesses, | 18 | 3 |
| Sept | 25 | Unit 2: Self-management Skills Session-1 To Session-4 Unit 3 Outbound Calls: Interacting withCustomer The Need for Meeting and Greeting, Ways to Greet, Importance of Meeting and Greeting, Need for Complimenting and Commenting, Giving and Receiving Compliments and Comments, Importance of Complimenting and Commenting, Call Flow (Routing), Information Security, Client Confidentiality, Data Security, Call Centre Measures,FCR,ACW,ACHT,AHT, | 21 | 4 |
| Oct | 19 | Unit 2: Self-management Skills Session-5 To Session-8 Unit 3 Outbound Calls: Interacting withCustomer External Customers, Internal Customers, Customer Expectations, Meet the Customer's Expectations, Customer Service, Provide Great Customer Service, General Courtesies, Telephone Etiquette, Qualities to be Developed to make a Tele-sale Call, Challenges during a Telesales Call, Upsell or Cross-sell, Customer's Sales Record, Confused Customer, Cost- Conscious Customer, Collection Call, Open-ended Questions, Close-ended Questions, Complaint, Ways to Deal with Issues Outside the Area of Your Competence | 16 | 3 |
| Nov | 23 | Unit 3: ICT Skills Session-1 To Session-4 Unit 4:Using CRM Application:Free CRM Basic steps to login to free CRM- HOME, default company, shortlist, message board, custom views, Schedule Call, Create Meeting, Call List, POP accounts, Resources, Team View, Import, Export, Sales Target, Profile Setup | 19 | 4 |
| Dec | 25 | Unit 3: ICT Skills Session-5 To Session-8 Unit 4:Using CRM Application:FreeCRM Calendar, Create an Event, Company,Contact, Deal, Task, Case, Call, Call list, Call Scripts, E-mail, Doc, Form, Report, Setup, Import, Profile Setup | 20 | 5 |
| Jan | 14 | Unit 4: Entrepreneurship Skills Unit 5 Work Management | 10 | 4 |
| Feb | 22 | Unit 5: Green Skills Unit 6 :Workplace Safety and Hazards | 18 | 4 |
| Mar | 24 | FINAL EXAMS | | |

"It is certified that this Monthly allocation Syllabus Design covers the whole syllabus"



Monthly Allocation of Syllabus

| Skill Subject Name | IT/ITeS |
|--------------------|------------------|
| Class | 12 TH |

| Month | No. of Working Days | Title | No. of Teaching Periods | No. of Revision Periods |
|-------|---------------------|--|-------------------------|-------------------------|
| April | 24 | Unit 1: Communication Skills Unit 1- Fundamentals of ERP Session 1-Describe components of ERP | 21 | 3 |
| May | 23 | Unit 2: Self-management Skills Unit 1- Fundamentals of ERP SESSION2- Understanding Basics of Management | 20 | 3 |
| June | | SUMMER VACATIONS | | |
| July | 25 | Unit 3: ICT Skills Session 1,2 UNIT-2 BASICS OF PROCUREMENT POLICY and BPO's Session 1: Describe Fundamentals of Procurement policies and Guidelines | 20 | 5 |
| Aug | 21 | Unit 3: ICT Skills Session 3,4 Unit-2: Basics of Procurement Policy and BPO's Session 2 : Basics concept of BPO Business Process- Example ,Importance and Advantages, Role of BPO Industry, Types of BPO Services, Benefits, limitations | 19 | 2 |
| Sept | 25 | Unit 3: ICT Skills Session 5,6 Unit-2: Basics of Procurement Policy and BPO's Payroll Management-Importance, Process, Stages, Methods, Software, Applications, Quality Assurance, WORKING ENVIRONMENT BPO INDUSTRY, CASE STUDY ABOUT ABPO COMPANY | 21 | 4 |
| Oct | 19 | Unit 3: ICT Skills Session 7,8 UNIT-3 FUNDAMENTALS OF LEARNING SESSION-1 UNDERSTANDING BASICS OF LEARNING | 17 | 2 |
| Nov | 23 | UNIT-3 FUNDAMENTALS OF LEARNING SESSION-2 DESCRIBE LEARNING TERMINOLOGY TYPES OF LEARNING, CHARACTERISTICS, FACTORS THAT AFFECTS LEARNING | 20 | 3 |
| Dec | 25 | Unit 4: Entrepreneurship Skills Session 1, 2 UNIT-3 FUNDAMENTALS OF LEARNING SESSION-2 DESCRIBE LEARNING TERMINOLOGY English language Communication- Importance, Advantages of Eng Lang Comm, How to develop English language Communication Skills, Reasons to Learn the Language for Communication | 20 | 5 |
| Jan | 14 | Unit 4: Entrepreneurship Skills Session 3,4 UNIT-3 FUNDAMENTALS OF LEARNING Session 3: Describe Concept of Learning | 10 | 4 |
| Feb | 22 | Unit 5: Green Skills REVISION FOR FINAL PRACTICAL AND THEORY EXAMS | | |
| Mar | 24 | FINAL EXAMS | | |

“It is certified that this Monthly allocation Syllabus Design covers the whole syllabus”