

## Rajasthan Skill and Livelihoods Development corporation

(A Government of Rajasthan enterprise)

### ELSTP - Course Module

#### **A - (General Information)**

Name of the Course / Module	:	IT_ITES
Name of the Sector	:	CRM Domestic Non-Voice
QP Code for domain module	:	SSC/Q2211
NSQF Level	:	4
Batch Size	:	30 Trainees Max.
Total Duration of training including Softskill (Hours)	:	500 Hours
Theory		Practical
100 Hours		300 Hours
		IT & Softskills
		100 Hours
		Total Duration
		500 Hours
Common Norms Category	:	II
Content Status	:	Yes
Trainee Min. Qualification	:	10th Class

#### **B - (Space Norms)**

1- Mandatory Minimum Lab size( in Square Feet for batch of 30 students )	:	300 Square Feet
2- Do you allow Hybrid arrangement (Lab + Classroom) Yes/ No	:	Yes
3- Is there any Additional Training Area required (apart from Lab or Classroom )	:	NA
4- Is requirement in column G mandatory If Yes, TC would be rejected in case of non-compliance	:	NA
5- Minimum Carpet Area of additional Training Area in sq ft (Refer to point no. 3)	:	NA
6- Can the lab for this Job Role be treated as IT Lab (IT lab implies the lab for Soft Skills)	:	<ul style="list-style-type: none"> <li>• Practical &amp; skill training can also be conducted in lab.</li> <li>• 10 SFT per candidate is recommended.</li> <li>• Possible combinations: 10 x 30; 15 x 20; 25 x 12;</li> </ul>

**Note :- Class Room Size 1 Sqm Per Trainee**