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 Voice
QP Code for domain module	:	**SSC/Q2210**
NSQF Level	:	4
Batch Size	:	30 Trainees Max.
Total Duration of training inclusing Softskill (Hours)	:	**500 Hours**

Theory	Practical		IT & Softskills	Total Duration
100 Hours	300 Hours		100 Hours	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)	:	0

Note :- Class Room Size 1 Sqm Per Trainee