

Rajasthan Skill and Livelihoods Development corporation

(A Government of Rajasthan enterprise)

RAJKViK - Course Module

A - (General Information)

Name of the Course / Module		:	Telecom	
Name of the Sector		:	Customer Care Executive (Relationship Centre)	
QP Code for domain module		:	TEL/Q0101	
NSQF Level		:	4	
Batch Size		:	30 Trainees Max.	
Total Duration of training including Softskill (Hours)		:	300 Hours	
Theory			Practical	
80 Hours			120 Hours	
			IT & Softskills	Total Duration
			100 Hours	300 Hours
Common Norms Category		:	II	
Content Status		:	Yes	
Trainee Min. Qualification		:	12th Class	

B - (Space Norms)

1- Mandatory Minimum Lab size(in Square Feet for batch of 30 students)	:	200 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 3 mandatory If Yes, TC would be rejected in case of non-compliance	:	0
5- Minimum Carpet Area of additional Training Area in sq ft (Refer to point no. 3)	:	0
6- Can the lab for this Job Role be treated as IT Lab (IT lab implies the lab for Soft Skills)	:	Yes

Note :-

1. Class Room Size 1 Sq. Mtr. Per Trainee
2. Hybrid arrangement is also allowed with a condition that the area of Hybrid room should be minimum of 120% of the size of the bigger of the two rooms (Classroom or Lab).
(example: if Classroom is 200 sq ft., and Lab is 400 sq. ft., then Hybrid room should be 480 sq ft at least).