

Business Process Outsourcing

Programme Learning Outcome

Upon completion of this programme graduates should be able to:

1. Conduct a Telemarketing Campaign
2. Manage Inbound and Outbound Calls
3. Plan a Marketing Campaign
4. Monitor and Analyze Calls
5. Lead Teams
6. Plan and execute work schedules
7. Provide Quality Customer Services
8. Promote products and Services
9. Manage Clients' Portfolios
10. Use wide range of Computer Applications

COURSES	
<p style="text-align: center;">MANAGING CUSTOMER ENGAGEMENT</p>	<p>OUTCOMES</p>
	<ol style="list-style-type: none"> 1. Identify the requirements for the role of customer engagement. 2. evaluate individual work performance in alignment with the organizations' core values. 3. assess the importance of professionalism in the workplace. 4. critique teamwork approaches in the organization. 5. asses the importance of personal professional development. 6. analyze the significance to value lifelong relationship with customers. 7. assess the impact of personal presentation and standards in the organization
<p>UNIT I - IDENTIFYING THE REQUIREMENTS FOR THE ROLE OF CUSTOMER ENGAGEMENT</p>	<ol style="list-style-type: none"> 1. Identify specific customer engagement procedures applicable to industry. 2. Discuss the roles of customer engagement in the organization.

	<ol style="list-style-type: none"> 3. Compare personal operations to organization's customer engagement objectives and infrastructure. 4. Apply personal operations to the customer engagement framework.
<p>UNIT II - MANAGING INDIVIDUAL WORK PERFORMANCE</p>	<ol style="list-style-type: none"> 1. Assess available resources, systems, and support to enhance individual performance. 2. Assess key performance indicators aligned with organizational procedures and policies. 3. Interpret organizational; legislative and regulatory requirements evaluate feedback on performance from colleagues and clients based on individual and group requirements. 4. Summarize stressors and their effects on personal wellbeing and related interventions.
<p>UNIT III - MAINTAINING PROFESSIONALISM IN THE WORKPLACE</p>	<ol style="list-style-type: none"> 1. Discuss appropriate positive and ethical behaviour in the work environment. 2. Outline career development objectives. 3. Compare personal strengths and weaknesses to current position and career objectives. 4. Evaluate characteristics of professional image in the work environment. 5. Assess the impact of conveying to customers a positive image of the staff and organization

<p>UNIT IV - DEMONSTRATING TEAMWORK IN THE ORGANIZATION</p>	<ol style="list-style-type: none"> 1. Define the term “teamwork” and its impact on the organization. 2. Critique the advantages and disadvantages of working in teams and groups. 3. Discuss the characteristics of an effective team and its contribution to the organization. 4. Discuss the benefits of communicating in teams and its impact on the organization. 5. Evaluate the impact of interacting cooperatively with team members based on individuals’ roles and team structure. 6. Assess the importance of establishing and achieving team objectives. 7. Outline the strategies used to manage conflicts. 8. Evaluate the significance of positive response to conflicts within the team. 9. Evaluate effective feedback to improve team performance within the organization.
<p>UNIT V - PLANNING FOR PERSONAL PROFESSIONAL DEVELOPMENT</p>	<ol style="list-style-type: none"> 1. Assess personal work performance through self-assessment, task achievement and compliance with Key Performance Indicators (KPI). 2. Evaluate feedback related to individual and group performance requirements from colleagues and clients. 3. Discuss stress techniques and resolution techniques related to the workplace.

	<p>4. Review performance management, evaluation, and development processes according to organizational standards.</p> <p>5. Justify the importance of performance development in achieving personal growth.</p>
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COURSES	
APPLYING KNOWLEDGE OF OCCUPATIONAL HEALTH AND SAFETY	<p data-bbox="1205 435 1423 472" style="text-align: center;">OUTCOMES</p> <ol style="list-style-type: none"> <li data-bbox="743 607 1717 683">1. assess local and international Occupational Safety and Health regulations (OSH). <li data-bbox="743 691 1877 768">2. identify effective safety procedures to prevent injury to self, clients, and colleagues at the workplace. <li data-bbox="743 776 1860 852">3. explain the safety precautions to be observed when engaged in the use of mechanical and electrical apparatus. <li data-bbox="743 860 1818 937">4. explain the safety precautions to be observed in the use of tools and equipment in the occupational environment. <li data-bbox="743 945 1789 982">5. evaluate the effectiveness of occupational health and safety drills. <li data-bbox="743 990 1625 1027">6. explain the procedures to apply basic first aid and CPR. <li data-bbox="743 1036 1625 1073">7. assess facilities that provide care for Geriatric patients. <li data-bbox="743 1081 1787 1157">8. identify areas of risk where hazardous items are present and make recommendations for precautionary measures. <li data-bbox="743 1166 1535 1203">9. comply with OHS Laws, Regulations and Policies. <li data-bbox="743 1211 1850 1287">10. identify the important concepts of issues that affect diseases of older people. <li data-bbox="743 1295 1703 1372">11. evaluate nursing/care giving considerations in the geriatric environment.

UNIT I - ADHERING TO OHS
REQUIREMENTS

1. explain the importance of health and safety at the workplace.
2. outline the history of health and safety at the workplace.
3. compare and contrast applicable local and international legislations/regulations affecting the work environment.
4. identify causes of accidents and the types of hazards workers are exposed to at the workplace.
5. outline procedures to prevent injury in the occupational environment.

<p style="text-align: center;">UNIT II - FOLLOWING ELECTRICAL AND MECHANICAL EQUIPMENT SAFETY REQUIREMENTS</p>	<ol style="list-style-type: none"> 1. identify electrical equipment and electrical hazards. 2. identify mechanical equipment hazards. 3. evaluate safety procedures with electrical equipment and electricity within the environment. 4. apply safe electrical practices and operation at work. 5. interpret electrical hazard safety signs correctly. 6. assess safe electrical installation of equipment, fixtures, and appliances. 7. evaluate first aid to treat electrical shocks. 8. discuss safety procedures in using geriatric procedures, tools, and equipment.
<p style="text-align: center;">UNIT III - HANDLING HAZARDOUS MATERIALS/SUBSTANCES</p>	<ol style="list-style-type: none"> 1. identify various hazardous materials/substances related to the job or occupation. 2. assess hazardous situations in the delivery of geriatric care. 3. explain the various hazard signs and symbols used in the workplace. 4. identify correct safety precautions and procedures when handling hazardous materials.

	<p>5. evaluate personal hygiene, skin protection/care and use Personal Protective Equipment.</p> <p>6. evaluate the handling and storage of hazardous materials/substances. 7. describe the procedures for the proper handling and disposal of hazardous materials/substances.</p> <p>8. assess the impacts of hazardous materials and substances on the human and natural environment.</p> <p>9. assess the procedures involved in reporting hazards and hazardous situations.</p>
<p>UNIT IV - PRACTICING FIRE SAFETY AND HAZARDS MITIGATION</p>	<p>1. identify the types of fire hazards common to the work environment and fire hazards symbols.</p> <p>2. assess the appropriate selection and use of fire extinguishing equipment.</p> <p>3. assess the proper location of fire extinguishing equipment at the workplace.</p> <p>4. evaluate the appropriate procedures when extinguishing different types of fires at the workplace.</p> <p>5. evaluate the planning and execution of fire drills in a lab setting or a work environment and write a report on the activity.</p> <p>6. describe the safety procedures and precautions used to handle and store flammable materials.</p> <p>7. explain the importance and use of an assembly point at the workplace.</p>

<p>UNIT V - ADMINISTERING FIRST AID AND CPR</p>	<ol style="list-style-type: none"> 1. explain the concept “first aid”, CPR and the importance at the workplace (Geriatric Care). 2. outline the steps taken when an accident occurs. 3. assess the ABC Assessment for first aid. 4. evaluate the treatment for cuts and bruises with first aid (demonstration/simulation). 5. assess the use and appropriate location for first aid kits at the workplace. 6. analyze the application of first aid and CPR to injured colleagues (Simulation). 7. identify various emergency services available in the work community. 8. examine the role of having trained first-aider in the workplace. 9. comply with establish procedures to administer First Aid and CRP procedures to Clients/Colleagues. 10. explain the importance of professional certification in First Aid and CPR procedures. 11. assess the role of the Government Agencies and Professional Bodies in OHS compliance. 12. evaluate the significance for personal safety and safety of clients in one’s own care.

<p style="text-align: center;">UNIT VI - PRACTICING ACCIDENT AND INJURY PREVENTION AND SAFETY</p>	<ol style="list-style-type: none"> 1. explain the general principles of accident and injury prevention. 2. examine the role of OSH Committee in preventing injury at the workplace. 3. analyze the types of safety and security issues that will affect employees, clients, and the work environment. 4. assess appropriate occupational safety and health programmes across various industries. 5. describe how an emergency preparedness plan helps to prevent injury at the workplace. 6. contribute to the development of OHS policies, standards and procedures for the workplace and the profession. 7. evaluate measures to reduce the spread of diseases within the organization.
<p style="text-align: center;">UNIT VII - CONDUCTING ASSESSMENT OF GERIATRIC ENVIRONMENT</p>	<ol style="list-style-type: none"> 1. explain the importance of assessing the BPO environment. 2. identify types of facilities/environments. 3. identify range of clients/users of BPO facilities. 4. assess established policies, standards, and procedures to conduct BPO assessments. 5. Identify the qualities that distinguish the BPO Assessment Team. 6. evaluate the factors to be considered in conducting BPO assessments.

	7. assess the importance of culture, ethnicity, class/status, diversity and education in conducting assessment of the BPO environment.
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COURSES	OUTCOMES
DEMONSTRATING LEGAL AND ETHICAL PRACTICES	<ol style="list-style-type: none"> 1. evaluate ethical values within the working environment and other spheres. 2. identify and incorporate ethical practices into the organization’s culture. 3. assess acceptable organizational codes of conduct. 4. assess and follow appropriate rules of confidentiality established within the workplace. 5. assess and follow security guidelines within the workspace. 6. analyze Laws governing BPO Organization.

	<p>7. explain the Laws relating to Cross-Border Jurisdictions Trading. 8. assess the legal environment, its principles and procedures relating to the BPO industry.</p> <p>9. examine how these legal principles impact the Business Process Sector.</p> <p>10. evaluate the legal relationship between the various stakeholders in the industry.</p> <p>11. assess the legal principles used to guide business decision making.</p> <p>12. analyze organizational structure and business processes.</p> <p>13. discuss international conventions relating to the Business Process Sector.</p> <p>14. interpret the requisite sections of the Jamaican Company’s Act related to the Business Process Sector.</p>
<p>UNIT I -DEMONSTRATING ETHICAL VALUES</p>	<p>1. assess ethical standards and practices within the organization.</p> <p>2. identify appropriate professional standards in the workplace.</p> <p>3. interpret ethical issues impacting the work environment.</p> <p>4. examine approaches used to maintain confidentiality in reporting unethical behavior.</p> <p>5. evaluate the social fabric within the organizational culture that promotes unethical conduct.</p>

<p>UNIT II - APPLING ETHICAL PRINCIPLES</p>	<ol style="list-style-type: none"> 1. discuss the purpose and role of ethics in the organization. 2. compare personal ethical standards with organizational standards. 3. describe socially acceptable ethical standards appropriate for the BPO industry and the importance of adhering to these standards. 4. outline policies and procedures in response to ethical considerations. 5. evaluate the relationship between cultural practices and ethics. 6. justify the ethical practices of other cross-border jurisdictions.
<p>UNIT III - ADHERING TO ORGANIZATIONAL CODES OF CONDUCT</p>	<ol style="list-style-type: none"> 1. define the term organizational code of conduct. 2. analyze key elements in the organizational code of conduct and make recommendations. 3. assess appropriate procedures in providing feedback on workplace operations. 4. examine how teamwork in the organization promotes a culture of respect for team members and customers. 5. state how accountability promotes a culture of honesty and integrity within an organization. 6. discuss standards involved in closing customer engagement in accordance with relevant policy.
<p>UNIT IV -- PRACTICING CONFIDENTIALITY</p>	<ol style="list-style-type: none"> 1. distinguish between confidential and non-confidential information. 2. discuss the importance of confidentiality in business.

	<ol style="list-style-type: none"> 3. assess the impact of non-confidentiality practices on an organization's operations. 4. discuss the application of discretion and good judgment in the use of all information. 5. discuss the possibly implication on the reputation of the organization divulging company related matters inappropriately on social media. 6. examine company policies in relation to confidential matter
<p style="text-align: center;">UNIT V - ADHERING TO SAFETY AND SECURITY</p>	<ol style="list-style-type: none"> 1. discuss the safety and security procedures of an organization. 2. examine the procedures involve in securing organizational assets, including information, documents as per workplace policy and procedures within the immediate work environment. 3. explain the importance of legislative requirements for the storage and disposal of documents consistent with company policy. 4. assess the established legislative and organizational policies as it relates to the creation and storage of data. 5. evaluate the security process and procedures for the handing over of documents, files, reports and other confidential information. 6. assess the relationship between safety, security, and organizational effectiveness

<p style="text-align: center;">UNIT VI - ANALYZING THE ORGANIZATIONAL STRUCTURE</p>	<ol style="list-style-type: none"> 1. evaluate the types of business formation within the BPO Sector. 2. interpret the requisite sections of the Company's Act of Jamaica that affect BPO organizations. 3. assess the effect of World Trade Organization (WTO) Conventions on the BPO Sector. 4. differentiate between Sole Proprietorships, Partnerships and Corporations/Company. 5. explain the importance of Sole Proprietorship. 6. discuss the types and benefits of Partnership. 7. discuss the types and benefits of Corporations / Companies. 8. interpret relevant legislation related to business formation and practices.
<p style="text-align: center;">UNIT VII - ADHERE TO LAWS AND REGULATIONS</p>	<ol style="list-style-type: none"> 1. identify the requisite laws related to BPO Sector operation. 2. explain the importance of the duty of care which operators should demonstrate to stakeholder. 3. discuss the relevant legislations that provide the guiding principles for employees to operate in the employment. 4. discuss the impact of workplace discrimination and sexual harassment. 5. explain the requisite sections of the Disability Act apply to the BPO organizations.

	<p>6. analyze the types of discrimination outline in the Employment Act.</p> <p>7. examine and apply the requirements of the Labor Laws.</p>
<p>UNIT VIII - INTERPRETING CONTRACTS</p>	<p>1. define the term contract and its application to the BPO Sector.</p> <p>2. analyze and interpret the terms and conditions of contracts.</p> <p>3. identify the elements of breaches and remedies of contract.</p> <p>4. discuss the approaches used to terminate a contract.</p> <p>5. explain the major tenets of Contract Law and its implications to the BPO Sector.</p> <p>6. explain the term quantum meruit and its effect on the BPO Sector.</p>
<p>UNIT IX - ADHERING TO LAWS RELATED TO CUSTOMERS</p>	<p>1. interpret and apply the laws related to Customers.</p> <p>2. assess how laws related to customers are executed by organizations. 3. examine the responsibilities related to the provision of services.</p> <p>4. explain the term “product liability” and how businesses are held accountable.</p> <p>5. evaluate established quality and customer service policies within the organization</p>
<p>UNIT X – ADHERING TO CONSUMER PROTECTION ACTS</p>	<p>1. define the term “consumer” and “consumer protection”.</p>

	<ol style="list-style-type: none"> 2. explain the significance of consumers protection. 3. identify the roles of a variety of consumer protection agencies. 4. analyze the requisite legislations and regulations related to consumerism.
<p style="text-align: center;">UNIT XI - MEET STATUTORY AND ORGANIZATION INFORMATION REQUIREMENTS</p>	<ol style="list-style-type: none"> 1. explain the importance of organizations being cognizant of statutory and organizational information. 2. evaluate the statutory and organizational informational needs. 3. examine the appropriate mechanisms to determine organization and statutory information requirements. 4. identify gaps or inadequacies in the organization's information system. 5. evaluate sources of information and make recommendations. 6. explain the impact of company policies in handling statutory and organizational information requirements. 7. evaluate the system to record and store information related to statutory and organizational needs. 8. describe the maintenance and quality management process of the organization's information system. 9. show respect to varying perspectives by listening and listing key points being shared.

<p>UNIT XII - COMPLY WITH LEGAL REQUIREMENTS FOR CROSS-BORDER TRADING</p>	<ol style="list-style-type: none"> 1. explain the significance of Cross-Border Trading to the BPO Sector. 2. explain the impact of legal requirements of another jurisdiction on the BPO organization. 3. examine the legal requirements for Cross-Border Trading in a BPO context. 4. discuss international trading conventions and its relationship with the BPO Sector. 5. Share perspectives on Cross – Border Commerce
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<p>COURSES</p>	
<p>DEMONSTRATING INTERNET USAGE</p>	<p style="text-align: center;">OUTCOMES</p> <ol style="list-style-type: none"> 1. explain the procedure required to connect to and access information from the internet. 2. create emails to be used for communication both personal and professional.

	<p>3. describe the protocols involved to search the internet for reliable information for business and personal use.</p> <p>4. access and use consumer-specific sites on the internet.</p> <p>5. access and undertake online transactions for business purposes. 6. explain the procedures to conduct advanced search using the internet.</p> <p>7. evaluate and use information located via the websites for business purposes.</p>
<p>UNIT I -CONNECT TO AND ACCESS THE INTERNET</p>	<p>1. explain the procedure to connect to the internet via existing internet connection and confirm functionality.</p> <p>2. explain the process involved in opening internet browser.</p> <p>3. explain the process involved in setting home page of personal choice by setting browser options.</p> <p>4. describe the steps required to ensure internet browser software security by applying the suitable applications and best practices.</p> <p>5. describe the procedure involved in adjusting the display of the internet browser to suit personal requirements.</p> <p>6. explain the process involved in modify toolbar to meet user and internet browser needs.</p> <p>7. access and use particular website on the internet.</p> <p>8. discuss the privacy and other terms and conditions of use of different websites.</p> <p>9. describe the process involved in retrieving data from a website using different mediums.</p>

	<p>10. discuss and practice socially responsible behaviour when sharing information on the internet.</p>
<p style="text-align: center;">UNIT II - UNIT II - USE EMAIL FOR COMMUNICATIONS</p>	<p>1. explain the process involved in opening email application package. 2. create an email account for professional use. 3. create new email messages for professional use. 4. explain how to add addresses to an email message. 5. discuss the importance of spell check text of an email message. 6. explain the process in editing text as required. 7. create an automatic signature for the user to be included in an email. 8. evaluate the process involved in adding an automatic signature for the user. 9. explain the steps required to attach files to email message where required. 10. explain the steps involved in sending an email message. 11. assess the appropriate ways to respond to a received message using available features. 12. explain the process involved in opening an attachment sent via email. 13. explain how to save an attachment to the relevant folder on storage device. 14. describe the suitable ways to search for an email message. 15. explain the process involved in sorting email messages. 16. explain the process required to filter email messages to specific folders/labels in email application package.</p>

	<p>17. describe the procedure required to adjust email accounts to restrict and quarantine possible email security problems.</p> <p>18. explain the steps required to print email message as required.</p>
<p>UNIT III - UNIT III – SEARCHING THE INTERNET</p>	<p>1. evaluate and review organizational guidelines on internet access.</p> <p>2. describe the process involved in opening internet application and locate and access a search engine on the internet.</p> <p>3. define search expressions based on data required.</p> <p>4. discuss and enter appropriate keywords into the search engine to locate desired information.</p> <p>5. discuss how to refine a search depending on outcomes of original search.</p> <p>6. explain the process involved saving search expression results and present them in a report according to information requirements.</p> <p>7. create a bookmark within the internet browser or a link for the required web page for the key results.</p> <p>8. describe the process required to save key results in a bookmark folder.</p> <p>9. explain the process involved in modifying internet browser options for printing and print a web page.</p> <p>10. explain the process involved in closing internet browser.</p>
<p>UNIT IV - UNIT IV - ACCESS AND USE CONSUMER SPECIFIC SITES ON THE INTERNET</p>	<p>1. access and review information-specific sites to gain consumer information.</p> <p>2. explain the importance of using internet application sites to lodge details and gain access and information.</p>

	<ol style="list-style-type: none"> 3. evaluate and use online forums on the internet
<p>UNIT V - UNIT V - UNDERTAKE ONLINE TRANSACTIONS</p>	<ol style="list-style-type: none"> 1. access online transaction sites such as Amazon. 2. explain the procedure to ensure security of transaction site. 3. explain the process required to enter required information into fields on merchant's websites.
<p>UNIT VI - CONDUCT AN ADVANCED SEARCH</p>	<ol style="list-style-type: none"> 1. explain the procedure required to use search tools and advanced search features. 2. identify and use Boolean search techniques when required to enhance the search. 3. explain how to use multiple or meta-search tools with a range of keywords. 4. identify and use search engines particular to a field of knowledge to refine the outcome. 5. access related virtual community sites and newsgroups and note their objectives and operational arrangements. 6. conduct a search with domain names to refine the search.
<p>UNIT VII - USE INFORMATION THAT HAS BEEN LOCATED</p>	

	<ol style="list-style-type: none"> 1. evaluate the accuracy of information found by cross referencing information from several websites. 2. discuss and evaluate currency of information by checking the date that webpage was last updated or properties of webpage. 3. evaluate webpage authority by looking at copyright statements, privacy statements and organizational information. 4. explain the process involved in saving information found in different file forms. 5. explain the steps involved in printing information found in different file forms.
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COURSES	
APPLIED FOUNDATION MATHEMATICS I	OUTCOMES
	<ol style="list-style-type: none"> 1. assess the importance of using data collection tool, organize and analyze data to make decisions. 2. assess the application of Mathematical Skills to inform research data needed for productive employment and life-long learning. 3. appropriately use suitable statistical language in written and oral presentations.

	<p>4. evaluate the importance of applications of Mathematics to individual roles.</p> <p>5. assess the application of Mathematics to relevant problems encountered daily.</p> <p>6. evaluate the effectiveness in using calculators and computers to enhance mathematical investigations.</p> <p>7. develop a mathematical curiosity and creativity.</p> <p>8. acquire relevant skills and knowledge to access advanced courses in Mathematics and its applications in other subject areas.</p>
UNIT I - SOLVE ORDINARY DIFFERENTIAL EQUATIONS	<p>1. explain the steps involved in solving simple equations.</p> <p>2. discuss the steps involved in solving simultaneous equations.</p> <p>3. explain the steps involved in solving quadratic equations.</p>
UNIT II - APPLY FOURIER SERIES	<p>1. discuss and apply Discrete Fourier to solve problems.</p> <p>2. interpret related formulae to Fourier series.</p> <p>3. calculate Orthogonal expansion.</p>
UNIT III - SOLVE HEAT EQUATIONS	<p>1. discuss and apply the Fick's Law when solving heat equations.</p> <p>2. describe the concept of separating variables.</p> <p>3. explain the scale Invariance concept.</p> <p>4. accurately apply the Finite difference methods when solving heat equations.</p>
UNIT IV- SOLVE QUASI-LINEAR AND BURGER'S EQUATIONS	<p>1. interpret Quasi-Linear Equations.</p>

	<ol style="list-style-type: none"> 2. explain the steps involved in solving Quasi-Linear Equations. 3. interpret Burger's Equations.
UNIT V- SOLVE WAVE EQUATION	<ol style="list-style-type: none"> 1. interpret Wave Equations. 2. explain the steps involved in solving Wave Equations. 3. discuss the use of d'Alembert's formula. 4. apply the Hadamards Methods when solving mathematical equations. 5. apply the 2D and 3D Methods. 6. clarify Numerical Issues. 7. apply the energy Conservation Formula to solve equations
UNIT VI - USE DISTRIBUTIONS, DELTA, GREEN FUNCTIONS AND SOLUTIONS	<ol style="list-style-type: none"> 1. Explain the steps involved in solving Distributions Solutions equations. 2. Apply Delta Solution. 3. Apply the Green Functions method to solve equations.
UNIT VII - SOLVE LAPLACE AND POISSON EQUATIONS	<ol style="list-style-type: none"> 1. discuss the steps involved in solving Laplace Equations. 2. explain the steps involved in solving Poisson Equations. 3. calculate Mean Value Inequity. 4. apply the Dirichlet Formula to solve equations.

	5. discuss the significance in separating variables when solving Laplace and Poisson equations.
UNIT VIII - CONDUCT DIMENSIONAL ANALYSIS	<ol style="list-style-type: none"> 1. conduct dimensional analysis. 2. interpret the findings of dimensional analysis. 3. correctly calculate scale dimensions.
UNIT IX - USE PERTURBATION THEORY, ODE'S, ASYMPTOTIC METHODS	<ol style="list-style-type: none"> 1. define the term 'Perturbation Theory'. 2. interpret Perturbation Theory. 3. discuss and apply Perturbation Theory. 4. correctly calculate scale dimensions
UNIT X - USE PERTURBATION THEORY, ODE'S, ASYMPTOTIC METHODS	<ol style="list-style-type: none"> 1. interpret Perturbation Theory. 2. Discuss and apply Perturbation Theory to questions. 3. explain and apply the Asymptotic Method to questions.
UNIT XI - USE DISCRETE MODELS	<ol style="list-style-type: none"> 1. explain the steps involved in solving Linear Difference Equations. 2. evaluate the importance of using Discrete Model to solve questions. 3. discuss the steps involved in solving population dynamics. 4. assess the significance of Discrete Model for Economics.

COURSES	
<p style="text-align: center;">APPLYING MANAGEMENT PRINCIPLES</p>	<p>OUTCOMES</p>
	<ol style="list-style-type: none"> 1. demonstrate an ability to effectively communicate information related to workplace activities. 2. solve problems within the workplace according to industry standards. 3. demonstrate an ability to operate a culturally diverse environment. 4. implement an operational plan effectively according to industry standards. 5. discuss Innovation and Change within the workplace. 6. monitor and manage staff performance to achieve strategic targets.
<p>UNIT I - UNIT I - EMPLOY THE PRINCIPLES OF MANAGEMENT</p>	<ol style="list-style-type: none"> 1. define the term 'management'. 2. differentiate between managerial and non-managerial employees within an organization. 3. indicate how managers are classified in the organization. 4. defend the importance of efficiency and effectiveness in the management of an organization. 5. analyze the main functions of management. 6. assess Mintzberg's managerial roles.

	<p>7. evaluate the effectiveness of the contribution of management functions and roles to the organization.</p> <p>8. examine the importance of at least six (6) managerial skill towards the success of an organization.</p> <p>9. participate willingly in learning tasks.</p>
<p>UNIT II - UNIT II - RESOLVE ISSUES IN THE WORKPLACE</p>	<p>1. assess techniques/strategies used to identify causes of common problems in the workplace.</p> <p>2. outline the extent, cause, and nature of a problem within the workplace.</p> <p>3. examine a range of possible options for the resolution of a problem within the workplace.</p> <p>4. implement corrective action to resolve a problem in the workplace.</p> <p>5. document details of the problem-solving process based on industry standards.</p> <p>6. justify choices appropriately for resolution.</p>
<p>UNIT III - UNIT III - APPLY MODERN MANAGEMENT APPROACHES</p>	<p>1. examine the historical background of management.</p> <p>2. justify the contributions of theories to the practice of management in today's organization.</p> <p>3. support the uses of the behavioural approach to management practices today.</p> <p>4. evaluate the various theories in the contemporary approach to modern management</p>
<p>UNIT IV - UNIT IV - IMPLEMENT AN OPERATIONAL PLAN</p>	

	<ol style="list-style-type: none"> 1. define the terms “Operational Plan”. and “Key Performance Indicator “(KPI). 2. examine the inputs required to develop an operational plan for a Unit/Department. 3. Assess at least six (6) strategies that can be employed in the procurement, development and implementation of physical resources and services. 4. defend at least five (5) steps to eliminate/minimize resource inefficiencies while developing an operational plan. 5. produce a budget aligned to tasks indicated in an operational plan. 6. propose KPI’s that can be developed to assess progress and identify areas on under performance. 7. recommend systems that can be implemented to improve operational performance. 8. discuss change management concepts and how to prepare and negotiate recommendations where necessary.
<p>UNIT V - UNIT V - LEADING A CHANGE IN AN ORGANIZATION</p>	<ol style="list-style-type: none"> 1. examine enterprise policies, plans and procedures for goal setting and encouraging innovation. 2. develop a SWOT Analysis for an organization/department. 3. determine the development of innovative work practices in an organization. 4. evaluate strategies that can be used to implement new work programmes in an organization.

	5. argue the role of mentoring and coaching support for change management.
<p style="text-align: center;">UNIT VI - MONITOR STAFF PERFORMANCE</p>	<ol style="list-style-type: none"> 1. examine industry appropriate strategies to monitor the performance of staff in an organization. 2. propose measures used to implement formal performance management systems in accordance with an organization's policy. 3. outline strategies that can be used to improve staff performance in an organization. 4. select appropriate ways of recognizing and rewarding achievements of staff within an organization. 5. construct a Performance Appraisal document. 6. conduct a performance appraisal of staff within an organization.

COURSES

<p style="text-align: center;">CONDUCTING A TELEMARKETING CAMPAIGN</p>	<p style="text-align: center;">OUTCOMES</p>
	<ol style="list-style-type: none"> 1. carry out preparation for telemarketing campaign. 2. execute planned telemarketing activity to ensure credibility and success. 3. address negative customer responses appropriately. 4. create and finalize a sales transaction using an appropriate draft. 5. document telemarketing campaign results.
<p style="text-align: center;">UNIT I -UNIT I - CARRY OUT PREPARATION FOR TELEMARKETING CAMPAIGN</p>	<ol style="list-style-type: none"> 1. identify specific features and benefits of product or service that are being marketed online. 2. discuss telemarketing campaign details and engagement guides with team members. 3. analyze operational boundaries and targets with relevant personnel. 4. outline proficiency in using relevant technology. 5. develop strategies to achieve sales targets. 6. display a clear understanding of fulfillment processes. 7. implement relevant campaign and engagement guides to meet legislation, codes, regulations and standards.
<p style="text-align: center;">UNIT II - EXECUTE PLANNED TELEMARKETING ACTIVITY</p>	<ol style="list-style-type: none"> 1. relate to customers appropriately in accordance with the organizational standards.

	<ol style="list-style-type: none"> 2. engage customers according to the engagement guide, and organizational policies and procedures. 3. discuss customer queries with professional responses. 4. demonstrate features and benefits of products or services to customers. 5. apply engagement guide content appropriately to enhance customer needs. 6. convert sales responses from customers into sales opportunities. 7. assess sales opportunities for the organization. 8. refer customer queries to the relevant authority according to organizational standard.
<p style="text-align: center;">UNIT III - - APPROPRIATELY ADDRESS NEGATIVE CUSTOMER RESPONSES</p>	<ol style="list-style-type: none"> 1. apply negative customer responses to product, service or organization with positive features and benefits. 2. communicate respectfully to negative customer responses. 3. demonstrate the organization's standards of handling negative customers challenges. 4. analyze negative customer responses appropriately in accordance with organizational standards. 5. evaluate strategies used to solve negative customer responses and remain positive for next engagement.
<p style="text-align: center;">UNIT IV - UNIT IV - EXECUTE AND FINALIZE A SALES TRANSACTION</p>	<ol style="list-style-type: none"> 1. prepare sales transactions according to organization standards.

	<ol style="list-style-type: none"> 2. discuss payment arrangements with the customer according to organizational standards. 3. inform the customer of payment procedures. 4. prepare credit card transactions with customers according to organizational standard. 5. discuss delivery arrangements with customers. 6. apply procedures to complete sale
<p style="text-align: center;">UNIT V - DOCUMENT TELEMARKETING CAMPAIGN RESULTS</p>	<ol style="list-style-type: none"> 1. produce records according to organizational standards. 2. prepare documents of challenging situation. 3. analyze performance against agreed targets to improve future outcome. 4. solve databases errors.

COURSES

<p>MANAGING CUSTOMER ACCOUNT PROCESS</p>	<p style="text-align: center;">OUTCOMES</p> <ol style="list-style-type: none"> 1. evaluate credit application for customers' satisfaction. 2. process credit application for customers with no credit rating. 3. negotiate credit application details. 4. complete administrative arrangements. 5. receive and review a customer default enquiry or case. 6. negotiate payment with defaulting customers. 7. inform defaulting customer of cancellation. 8. manage default actions according to organisational procedures.
<p style="text-align: center;">UNIT I - EVALUATE CREDIT APPLICATION</p>	<ol style="list-style-type: none"> 1. explain the term "credit application". 2. review application to determine customer details and amount of credit required. 3. check existing customer records for payment history and credit status. 4. obtain customer credit rating according to credit management procedures. 5. establish customer's credit rating and ability to repay credit advances. 6. describe credit risk and how to manage it. 7. diagrammatically represent application for customers to evaluate. 8. participate willingly in learning tasks.

<p style="text-align: center;">UNIT II - PROCESS CREDIT APPLICATION</p>	<ol style="list-style-type: none"> 1. explain the concept of credit application. 2. identify and discuss the components of a credit application. 3. discuss the credit application process. 4. discuss the approval or declination of application according to organizational policy and relevant legislation, codes, regulations and standards. 5. discuss alternative arrangements as necessary if an application has declined. 6. discuss customer rights to appeal, where appeal provisions exist.
<p style="text-align: center;">UNIT III - NEGOTIATE CREDIT APPLICATION</p>	<ol style="list-style-type: none"> 1. examine payment arrangements with customer where credit approval is granted 2. justify difficulties experienced in customer negotiations according to organisational policy.
<p style="text-align: center;">UNIT IV - COMPLETE ADMINISTRATIVE ARRANGEMENTS</p>	<ol style="list-style-type: none"> 1. construct and forward appropriate documentation to customer. 2. organize credit arrangements and record details according to organizational policy and legislative requirements. 3. notify customer of payment arrangements according to organizational procedures. 4. monitor and follow up customer commitments regularly.

	<ol style="list-style-type: none"> 5. resolve outstanding issues relating to credit application in an efficient and timely manner. 6. participate willingly in learning tasks.
<p>UNIT V - RECEIVE AND REVIEW A CUSTOMER DEFAULT ENQUIRY OR CASE</p>	<ol style="list-style-type: none"> 1. receive and review customer enquiry to identify details of case. 2. compare and contrast information to assist in resolving case. 3. review options to resolve case with other staff members, where appropriate. 4. interprets specialist and team member advice, to meet amicable results. 5. determine eligibility for hardship program. 6. compile relevant legislation, codes, regulations, and standards.
<p>UNIT VI - NEGOTIATE PAYMENT WITH DEFAULTING CUSTOMERS</p>	<ol style="list-style-type: none"> 1. consult with customer on suggested course of action and options. 2. assess customer response to consultation. 3. develop realistic settlement options giving consideration to policy, customer response and payment history. 4. decide on a payment option with customer according to organisational policy. 5. record revised payment options as agreed with customer and according to organisational procedures.
<p>UNIT VII - ADVISE DEFAULTING CUSTOMERS OF CANCELLATION</p>	

	<ol style="list-style-type: none"> 1. advise defaulting customers of service or product cancellation. 2. negotiate successful product return with customer where appropriate. 3. explain debt-recovery process to customer. 4. initiate debt-recovery process. 5. work cooperatively in groups.
<p style="text-align: center;">UNIT VIII - MANAGE DEFAULT ACTIONS ACCORDING TO ORGANISATIONAL PROCEDURES</p>	<ol style="list-style-type: none"> 1. follow up payment, debt recovery or product returns to ensure completion of case. 2. amend customer records according to organisational procedures. 3. follow organisational default and credit-management procedures.

COURSES	
APPLYING CRITICAL THINKING TECHNIQUES	OUTCOMES

	<ol style="list-style-type: none"> 1. demonstrate an understanding in the use of inductive and deductive reasoning so they will be better able to critically assess any given information. 2. differentiate between formal and informal fallacies of language and thought so that there is no disconnect between the proof and the conclusion. 3. describe the various components of an argument. 4. demonstrate the ability to use verbal and written forms to create complex argument structures. 5. demonstrate an ability to separate bad information from good information. 6. use skills to read, listen and write critically.
<p style="text-align: center;">UNIT I -UNDERSTANDING CRITICAL THINKING</p>	<ol style="list-style-type: none"> 1. define critical thinking. 2. assess methods to develop and improve critical thinking skills. 3. research the origins of critical thinking. 4. outline the components of strong thinking skills. 5. use critical thinking methods to evaluate educational videos
<p style="text-align: center;">UNIT II - ASSESSING THE VIEWS OF THE WORLD</p>	<ol style="list-style-type: none"> 1. define the term “world view”. 2. assess the impact of world views on the processes within a BPO organization. 3. judge a situation for good or bad reasoning. 4. describe the relationship between culture and the world view.

	<ol style="list-style-type: none"> 5. discuss different belief systems. 6. evaluate the impact of belief systems on decisions within the BPO industry.
<p style="text-align: center;">UNIT III - UNDERSTANDING THE RELATIONSHIP BETWEEN CRITICAL THINKING AND THE BRAIN</p>	<ol style="list-style-type: none"> 1. discuss how the human brain works. 2. outline the activities in the left and right brain. 3. analyze how the brain responds in casual versus professional situations. 4. outline links between perception and critical thinking. 5. outline at least 10 situations in which perceptions influences management decisions. 6. dramatize situations to show the relationship between critical thinking and the brain. 7. collaborate with each other as they work in groups.
<p style="text-align: center;">UNIT IV - CONSTRUCTING KNOWLEDGE</p>	<ol style="list-style-type: none"> 1. Define the following terms “truth” and “knowledge” learning organization. 2. Decode the truth from a situation (scenarios). 3. evaluate different definitions of the term “learning organization”. 4. discuss Peter Senge’s concept of the learning organization.

	<ol style="list-style-type: none">5. analyze different ways in which new knowledge can contribute to the growth of organizations.6. present the importance of using evidence in arguments and business presentations.7. justify six categories of questions.
UNIT V - EVALUATING ERRONEOUS THINKING	<ol style="list-style-type: none">1. Define 'logic'.2. Discover examples of flawed reasoning in newspapers, advertisements, and other sources.3. Determine whether an argument is erroneous.

<p>UNIT VI - CREATING ROBUST ARGUMENTS</p>	<ol style="list-style-type: none"> 1. criticize the quality of two competing explanations. 2. predict the issue arising out of a disagreement. 3. deduce whether an argument's conclusion follows with certainty or only with probability from its premises [i.e., distinguish deductive validity from inductive strength]. 4. locate the argument in a passage, conversation, or presentation. 5. create a plausible argument that defends a different (or the opposite) conclusion from a given argument on a controversial issue. 6. prepare an argumentative essay and a debate. 7. locate the point and purpose in an argument.
<p>UNIT VII - THE INFLUENCE OF PUBLIC OPINION</p>	<ol style="list-style-type: none"> 1. use critical thinking techniques to review and answer questions on various probing articles. 2. differentiate between propaganda and public relations. 3. review different news articles for propaganda and public relations. 4. evaluate how public opinion can influence business decisions.

<p>UNIT VIII – DEVELOPING REASONING SKILLS USING THE SCIENTIFIC METHOD</p>	<ol style="list-style-type: none"> 1. define the scientific method of reasoning. 2. analyze how the scientific method of reasoning works. 3. compare and contrast the different theories in the scientific method
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COURSES					
<p>MANAGING SALES SOLUTIONS TO CUSTOMERS</p>	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="737 812 1845 1084">OUTCOMES</th> </tr> </thead> <tbody> <tr> <td data-bbox="737 1084 1129 1391"></td> <td data-bbox="1129 1084 1845 1391"> <ol style="list-style-type: none"> 1. Demonstrate an ability to address customer enquiries based on industry standards. 2. Propose suitable products and services to a client based on his/her needs. 3. Process a customer complaint to the standards and policy of a company. 4. Use strategies to resolve customer disputes. </td> </tr> </tbody> </table>	OUTCOMES			<ol style="list-style-type: none"> 1. Demonstrate an ability to address customer enquiries based on industry standards. 2. Propose suitable products and services to a client based on his/her needs. 3. Process a customer complaint to the standards and policy of a company. 4. Use strategies to resolve customer disputes.
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	<p>5. Deliver and monitor a service to a customer based on industry standards.</p> <p>6. Analyze the impact that a poor response to a customer’s inquiry can have on the company.</p>
<p>UNIT I - ADDRESSING CUSTOMER ENQUIRIES</p>	<ol style="list-style-type: none"> 1. evaluate the protocol and etiquette that should be displayed when addressing a customer enquiry. 2. assess the impact that a poor response in addressing a customer’s enquiry may have on the organization. 3. outline details of the customer. 4. propose strategies to address various types of enquiries. 5. prepare a suitable response to a customer’s enquiry. 6. examine strategies to address a customer having special needs.

<p>UNIT II - DOCUMENT CUSTOMER COMPLAINTS</p>	<p>1.examine industry standards to address a customer’s complaint. 2.Debate the importance of establishing a relationship with a customer by demonstrating an understanding of the customer’s need.</p> <p>3.explore strategies to investigate the details of a complaint if necessary and documenting results.</p> <p>4.propose methods of informing customers of possible resolutions. 5.resolve or escalate a customer complaint to appropriate personnel.</p>
<p>UNIT III - PROVIDE SOLUTIONS FOR DISPUTES</p>	<p>1. examine techniques that can be used to query customer for information to determine if a dispute is legitimate.</p> <p>2. propose strategies to determine the course of action that can be implemented to settle disputes.</p> <p>3. review risks involved in referring unresolved disputes to formal conciliation services</p> <p>4. assess the steps involved in advising all parties about the outcome and their rights in relation to seeking a review of the decision.</p>

<p style="text-align: center;">UNIT IV - PROVIDE A SERVICE TO A CUSTOMER</p>	<ol style="list-style-type: none"> 1. examine communication techniques that can be used to inform a customer of preferred options available to them. 2. debate industry standards for addressing customer's complaints promptly and sensitively. 3. propose opportunities that can be used to improve the quality of products and services.
<p style="text-align: center;">UNIT V - RECOMMEND APPROPRIATE PRODUCTS TO A CLIENT</p>	<ol style="list-style-type: none"> 1. propose marketing and promotional techniques for products and services to a client. 2. examine features and benefits approach to selling a product or service. 3. assess techniques used in cross - selling and upselling. 4. evaluate sales-marketing presentation techniques.

COURSES	
<p>USING MULTIPLE APPLICATIONS AND INFORMATION SYSTEMS</p>	<p style="text-align: center;">OUTCOMES</p> <ol style="list-style-type: none"> 1. identify and develop word processing skills. 2. assess the significance of checking and maintaining accurate documentations. 3. analyze the importance of organizations accessing a range of information systems. 4. examine the procedures involved to process customer information using multiple information 5. evaluate the importance of identifying and rectifying information system and processing errors
<p>UNIT I -IDENTIFY AND DEVELOP WORD PROCESSING SKILLS</p>	<ol style="list-style-type: none"> 1. identify the importance of word processing utilized by organizations. 2. access the benefits and advantages of Word Processing in Business 3. explain the various functions of the keyboard 4. evaluate the level speed and accuracy in keyboarding in accordance with workplace requirements for level of responsibility.

	<ol style="list-style-type: none"> 5. develop speed and accuracy in accordance with workplace requirements for level of responsibility. 6. assess the word processing skills required to create documents with speed and accuracy. 7. create word documents utilizing word processing skills. 8. participate and share perspectives on the importance of word processing in the BPO Sector.
<p style="text-align: center;">UNIT II - CHECK ACCURACY OF DOCUMENTS</p>	<ol style="list-style-type: none"> 1. explain the importance of producing accurate documentations. 2. assess the process involve in proofreading documents generated within the organization to identify errors. 3. evaluate the procedure to amend documents based on errors identified. 4. assess the process involve in authenticating the final draft. 5. participate in given activities and share perspectives on the importance of producing
<p style="text-align: center;">UNIT III - ACCESSING INFORMATION SYSTEMS</p>	<ol style="list-style-type: none"> 1. define the term 'Information System'. 2. list at least six major types of information systems. 3. explain the importance of password security features used to access information systems.

	<ol style="list-style-type: none"> 4. list at least four password security features used to access information system. 5. describe the procedures to log-on to information systems. 6. assess the process involved to navigate screens efficiently to locate displays and information relevant to role. 7. evaluate database management systems (DBMS) used to control data access, enforce data, integrity, manage concurrency, and access information. 8. analyze the impact of effective management of information systems according to organizational requirements. 9. identify ideal practices in ensuring secured user verification in accessing information system. 10. assess the potential levels of user roles needed to manage access to information. 11. identify types of Database Management Systems. 12. actively participate in given activities and share perspectives of data securities in the BPO organizations.
<p>UNIT IV - PROCESS CUSTOMER INFORMATION USING MULTIPLE INFORMATION SYSTEMS</p>	<ol style="list-style-type: none"> 1. analyze customer enquiry to identify information needs. 2. identify the type of information systems required to satisfy information needs.

	<ol style="list-style-type: none"> 3. assess organizational information systems used to complete customer inquiry or transactions. 4. evaluate information systems used to record customers enquiry and transactions. 5. evaluate information system involved to maintain contact and communication with customer. 6. assess the process involved to verify information with the customer to complete transaction. 7. assess the overall workflows and potential bridges between multiple information systems to increase efficiency when working in systems simultaneously. 8. examine the potential for automation of workflows across multiple information system
<p style="text-align: center;">UNIT V - IDENTIFY AND RECTIFY INFORMATION SYSTEM AND PROCESSING</p>	<ol style="list-style-type: none"> 1. assess the process that will identify errors in information system, relevant to role. 2. examine procedures to identify source of errors in the information system. 3. analyze how errors are reported that impact the company's information system and customers. 4. assess the procedures to consult with stakeholders on actions to rectify system errors.

	<p>5. examine the process involved in communicating errors and solutions to customers.</p> <p>7. analyze information system faults and how it is communicated to the relevant personnel according to organizational policy.</p> <p>8. examine the process involved in collecting, processing, and protecting data of all stakeholders of the information system.</p> <p>9. share perspectives on effective system and information management according to organizational policy.</p>
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COURSES	
TRAINING AND DEVELOPING STAFF	OUTCOMES
	<ol style="list-style-type: none"> 1. Use appropriate methods to identify training needs within an organization. 2. Implement a training plan according to international standards. 3. Give feedback and reinforcement during training and practice sessions. 4. Monitor trainees' readiness for assessment. 5. Select and apply assessment techniques.

	<p>6. Evaluate the effectiveness of the training for staff with a view of improvement.</p>
<p>UNIT I - ANALYSING HRM AND EMPLOYEE RELATIONS</p>	<ol style="list-style-type: none"> 1. explain the terms human resource management (HRM) and employee's relation and their importance in a small business. 2. outline at least three main functions of HRM. 3. examine how HRM is used as a strategic tool by small entrepreneurs. 4. discover the benefits of education and training on human resource in small enterprises' success as you collaborate in groups. 5. indicate how an entrepreneur uses wage, salary and benefits policies to motivate employees. 6. assess the use of two (2) Motivation Theories on employees' performance in a small firm.
<p>UNIT II - IDENTIFYING TRAINING NEEDS</p>	<ol style="list-style-type: none"> 1. define the term "Skill Gap Analysis". 2. outline methods of conducting a Skill Gap Analysis within an organization. 3. propose critical components of a training plan. 4. develop a training plan for an organization. 5. follow a logical sequence for the steps when conducting a training session. 6. select appropriate training method(s) for a training plan.

<p style="text-align: center;">UNIT III - PREPARING TRAINEES</p>	<ol style="list-style-type: none"> 1. determine the resources required for training according to procurement guidelines of the organization. 2. arrange suitable, safe and accessible locations for the training. 3. explain in detail the training process and discuss with the trainee, all relevant aspects of the training.
<p style="text-align: center;">UNIT IV - CONDUCTING A TRAINING SESSIONS</p>	<ol style="list-style-type: none"> 1. define the term “ one-to-one training sessions”. 2. outline the key personal trainee factors that may affect during the instruction process. 3. determine appropriate methods to provide constructive feedback and reinforcement during training and practice sessions to encourage trainees. 4. propose strategies in which trainees can evaluate own performance.

<p>UNIT V - ASSESSING TRAINING SESSION</p>	<ol style="list-style-type: none"> 1. utilize appropriate assessment techniques and collect evidence in accordance with the plan. 2. inform trainee of the outcomes of the assessment. 3. recommend remedial training requirements. 4. record the results of training in accordance with the organization requirements.
<p>UNIT VI - EVALUATING TRAINING SESSION</p>	<ol style="list-style-type: none"> 1. evaluate the outcomes of a training using appropriate methods. 2. adjust the training to reflect outcome of evaluation. 3. use skill-gap analysis to ensure learning and development.

<p>COURSES</p>	
<p>APPLYING RISK MANAGEMENT</p>	<p>OUTCOMES</p>

	<ol style="list-style-type: none"> 1. apply research and data collection skills to monitor and evaluate risks. 2. apply problem-solving skills to appropriately address identified risks. 3. develop and implement treatment plans for own area or responsibility. 4. outline techniques for identifying and evaluating risks. 5. outline organizational policies, procedures, or processes for risk management. 6. State examples of areas where risks are commonly identified in an organization. 7. outline the purpose and key elements of current risk management standards. 8. create a risk assessment plan. 9. critique a risk assessment plan. 10. show appreciation for working cooperatively in teams in mitigating risks in the workplace. 11. outline the legislative and regulatory context of the organization in relation to risk management.
<p>UNIT I -IDENTIFYING RISKS</p>	<ol style="list-style-type: none"> 1. define the term “Risk Management” and other related terminologies. 2. utilize appropriate tools to identify risks within an organization. 3. develop template to document risks within organization. 4. document identified risks in accordance with relevant policies, procedures, legislation and standards.

	5. create a risks management plan in alignment with policies and procedures.
UNIT II - ANALYZING AND EVALUATING RISKS	<ol style="list-style-type: none"> 1. analyze and document risks in consultation with relevant stakeholders. 2. create a risk categorization list and determine level of risk. 3. implement action based on level of risks.
UNIT III - TREATING RISKS	<ol style="list-style-type: none"> 1. develop appropriate control measures for risks and assess for strengths and weaknesses of the measures selected. 2. identify and refer risks relevant to the entire organization or risk beyond own work to relevant stakeholders/authority responsibilities to others according to established policies and procedures. 3. select and implement control measures for own area of operation and/or responsibilities.
UNIT IV - MONITORING RISK MANAGEMENT PLAN	<ol style="list-style-type: none"> 1. critique Review implemented treatment/s against measures of success. 2. apply results to improve the treatment of risks. 3. analyze and review management of risk in their own area of operation. 4. identify and treat with new risks.

COURSES	
MANAGING INBOUND AND OUTBOUND CALLS	<p style="text-align: center;">OUTCOMES</p> <ol style="list-style-type: none"> 1. Use policies and guidelines to engage in an inbound/outbound call. 2. Escalate enquiries or orders that cannot be satisfied immediately. 3. Supply follow-up information to customer as required and in a timely manner. 4. Observe relevant legislation, codes, regulations and standards throughout transaction. 5. Show competence in engaging in inbound and outbound calls. 6. Maintain good customer relationship while making calls.
UNIT I -PREPARING FOR INBOUND/OUTBOUND CALLS	<ol style="list-style-type: none"> 1. differentiate between Inbound and Outbound Calls. 2. identify engagement details and apply a clear understanding of organizational policies and procedures when interfacing with a call. 3. obtain and study product and service details relating to customer engagement.

	<ol style="list-style-type: none"> 4. study prepared engagement guides or scripts for an organization with the Global Services Sector. 5. locate sources of information that may be required to develop product or service expertise, or discuss requirements with team. 6. develop proficiency with equipment and systems to manage engagement effectively and efficiently
<p style="text-align: center;">UNIT II - CONDUCTING ENGAGEMENT</p>	<ol style="list-style-type: none"> 1. greet customers according to organizational protocol and in a manner that encompasses cultural diversity. 2. use engagement guides efficiently to conduct the engagement. 3. answer enquiries and negotiate with customers according to the policy of an organization. 4. escalate enquiries that cannot be satisfied immediately. 5. conduct engagement closure according to policy. 6. simulate engagement when making in and outbound calls. 7. show empathy for customers' concerns.
<p style="text-align: center;">UNIT III - ARRANGING FOR PRODUCT OR SERVICE</p>	<ol style="list-style-type: none"> 1. respond appropriately to customer requirements according to international standards. 2. select appropriate products or services in consultation with customers. 3. agree actions or orders with customers, giving consideration to maximizing value and service delivery to customer. 4. consider customer retention options that can be applied to engagement.

	5. use clear, simple and easy-to-understand language and ensure responses are comprehensive.
UNIT IV - MANAGING CUSTOMER ENGAGEMENT	<ol style="list-style-type: none"> 1. record details of engagement according to policy. 2. record and report difficulties not escalated that may present an opportunity for continuous improvement. 3. adapt to requirements and expectations of various customers when working in an outsource environment and dealing with multiple customer bases. 4. escalate enquiries or orders that cannot be satisfied immediately. 5. supply follow-up information to customers as required and in a timely manner. 6. use relevant legislation, codes, regulations and standards throughout transaction

COURSES	
PROVIDING ICT SUPPORT	OUTCOMES

	<ol style="list-style-type: none"> 1. Review customer support issues and improved solutions for communication and communication management exchange. 2. Provide advice on software, hardware or network in order to increase productivity. 3. Deliver advice on software, hardware, or network to improve productivity and efficiency. 4. Demonstrate an ability to handle telephone calls. 5. Conduct a financial transaction based on industry standards.
<p style="text-align: center;">UNIT I -RESPOND APPROPRIATELY TO TELEPHONE CALLS</p>	<ol style="list-style-type: none"> 1. examine industry codes/standards for handling telephone calls in the BPO sector. 2. evaluate ways to identify the purpose of a call retrieved. 3. propose appropriate procedures to transfer calls within the BPO sector. 4. practice the features of telephone and switchboard operation using simulation 5. assess appropriate procedures for making and ending calls according to industry standards. 6. describe the procedures for maintaining security and confidentiality when responding appropriately to telephone calls. 7. comply with industry procedures when responding to recorded messages.

<p style="text-align: center;">UNIT II - CONDUCT A FOREIGN CURRENCY TRANSACTION</p>	<ol style="list-style-type: none"> 1. examine the industry standards when conducting foreign currency transactions locally and internationally. 2. assess at least five (5) financial services regulations both locally and internationally aligned to conducting a foreign currency transaction. 3. conduct various strategies to evaluate the authenticity of foreign currency notes both locally and internationally. 4. debate the reasons for obtaining the identification of persons conducting a foreign currency transaction. 5. convert from local currency to various foreign currencies and vice versa. 6. compose procedures for processing travellers cheques. 7. conduct a financial transaction for a client.
<p style="text-align: center;">UNIT III - REVIEW CUSTOMER SUPPORT ISSUES</p>	<ol style="list-style-type: none"> 1. address new problems logged by customers. 2. check previous logs for similar problems or requests from customers as well as for quality control. 3. investigate and document supporting issues affecting customers.

	<ol style="list-style-type: none"> 4. notify customers of the results of the investigation and provide advice and support on findings. 5. discuss and agree with customer the level of technical support identified. 6. document solution, advice and support to customers. 7. obtain customer's feedback and make changes.
<p style="text-align: center;">UNIT IV - PROVIDE ADVICE ON SOFTWARE, HARDWARE OR NETWORK</p>	<ol style="list-style-type: none"> 1. confirm software, hardware or network requirements with customers. 2. document additional requirements identified in the investigation and refer them to the customers. 3. obtain approval from the customer to implement the solution. 4. investigate and document the amount of technical support customers may require. 5. arrange time with customers when support will take place. 6. provide technical support as part of group or one-to-one instruction to the customer. 7. provide manuals and supporting documentation to customers.
<p style="text-align: center;">UNIT V - PROVIDE ADVICE ON SOFTWARE, HARDWARE OR NETWORK</p>	<ol style="list-style-type: none"> 1. create an appropriate evaluation or feedback form or other mechanism to gather feedback about solutions and support provided.

	<p>2. provide customers with instructions on how to complete feedback form or how to use other means of providing feedback. 3. distribute evaluation or feedback form to customer.</p> <p>4. review customer feedback to identify areas for improvement.</p> <p>5. work collaboratively in groups.</p>
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COURSES	
DEMONSTRATING MARKETING STRATEGIES	OUTCOMES
	<p>1. recognize the role of marketing in developing.</p> <p>2. distinguish the difference between marketing strategies and tactics.</p> <p>3. apply key marketing theories, frameworks, and tools to solve Marketing problems.</p> <p>4. describe the role of marketing in building and managing customer relationship.</p>

	<p>5. show appreciation for the diminuendos that are critical in developing the marketing environment within a organization. 6. validate the importance of building relationship with both internal and external stakeholders.</p> <p>7. evaluate the use of social media in the development of the global services sector.</p>
<p>UNIT I -CREATING CUSTOMER VALUE</p>	<p>1. define the term “marketing”.</p> <p>2. analyze the core principles of marketing.</p> <p>3. assess the five (5) marketing management philosophies that an organization can pursue.</p> <p>4. apply marketing management philosophies in given situation. 5. show appreciation for the value of excellent customer service.</p>
<p>UNIT II - ANALYZING THE MARKETING ENVIRONMENT</p>	<p>1. define the term “marketing environment”.</p> <p>2. compare/Contrast the terms “micro” and “macro” environment. 3. assess the factors that are involved in creating a company’s micro and macro environment.</p>
<p>UNIT III - CONDUCTING A MARKET RESEARCH</p>	<p>1. state at least five (5) examples of a marketing Information System used within the Global Services Sector.</p> <p>2. critique the platform of a marketing information system.</p>

	<ol style="list-style-type: none"> 3. evaluate the marketing information system process. 4. outline the steps involved in conducting marketing research. 5. conduct a mini market research.
<p style="text-align: center;">UNIT IV - DEVELOPING A CUSTOMER DRIVEN MARKETING STRATEGY</p>	<ol style="list-style-type: none"> 1. define the terms “market segmentation” and “market targeting”. 2. judge the importance for segmenting consumer markets. 3. outline the requirements for effective segmentation. 4. examine the process that is used by organizations to evaluate and select target market segments. 5. define the terms “differentiation” and “positioning”. 6. assess the steps involved in developing a differentiation and positioning strategy. 7. utilize case studies to evaluate the segmentation and positioning to serve customers across the globe.
<p style="text-align: center;">UNIT V - MARKETING PRODUCTS AND SERVICES</p>	<ol style="list-style-type: none"> 1. define the term “product”. 2. outline the levels of products and services. 3. contrast between the terms “consumer products” and “industrial products”. 4. propose at least five (5) examples of consumer products and industrial products.

	<ol style="list-style-type: none"> 5. examine the decisions involved in developing and marketing individual products and services. 6. outline the stages of the product life cycle with the aid of a diagram. 7. assess the four (4) characteristics that affect the marketing of a service. 8. create a new product or redesign an existing product using the individual product and service decisions.
<p style="text-align: center;">UNIT VI - PRICING PRODUCTS</p>	<ol style="list-style-type: none"> 1. define the term “price”. 2. examine the factors affecting a firm’s pricing decisions. 3. outline the three (3) general pricing approaches. 4. determine and recommend suitable pricing strategy for a new product.
<p style="text-align: center;">UNIT VII - USING MARKETING AND DISTRIBUTION CHANNELS</p>	<ol style="list-style-type: none"> 1. define the term “marketing channels”. 2. Argue the nature and importance of marketing channels in the Global Services Sector. 3. Outline the functions of the marketing channel members. 4. Examine the nature and importance of marketing logistics.
<p style="text-align: center;">UNIT VIII - USING PROMOTIONAL STRATEGIES</p>	<ol style="list-style-type: none"> 1. define the communication/promotion mix. 2. examine the five (5) major promotional tools.

	<p>3. assess the usefulness of each promotional tool.</p> <p>4. create a promotion mix using various emerging technologies for both local and international organizations.</p>
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COURSES	OUTCOMES
MAJOR CAPSTONE PROJECT	<p>1. The project is designed to assist students in developing an appreciation of specified criteria in the global services sector.</p> <p>2. To familiarize students with various aspects of record keeping and vital pre-requisites in the development and operation of client-facing business industry.</p> <p>3. To provide students with the foundation necessary create an environment whereby the entrepreneurial and customer service skills of the student may be stimulated and brought to the forefront.</p>

COURSES	
ACQUIRING PROFESSIONAL AND INDUSTRY RECOGNITIONS	OUTCOMES
	<ol style="list-style-type: none"> 1. Justify the need for students to be exposed to accuracy professional and/or industry recognitions 2. Develop students' understanding of the social-economic and cultural impacts of Professional and Industrial Recognitions. 3. Develop in students' professional ethics, business protocols good personality traits, habits and professionalism 4. Select and pursue Professional Recognitions as part of their life-long learning strategies

	<p>5. Utilize Professional Recognitions to continuously improve work processes, productivity and value creation.</p> <p>6. Utilize Professional Recognitions for competitive advantages in the workplace.</p> <p>7. Select and comply with legislations, regulations and related conventions governing occupational professional practices.</p> <p>8. Recognize the aims of Professional Recognitions on the public's health, safety and security</p> <p>9. Identify the intent of Professional Recognitions to enhance compliance with requirements of the Fair-Trading Act, Consumer Protection Act. And the provision of Quality Customer Services.</p> <p>10. Assess the importance of Voluntarism.</p>
<p>UNIT I -VALUE THE ROLE OF REGULATORS AND PROFESSIONAL ORGANZIATIONS IN PROFESSIONAL/INDUSRTIAL RECOGNITIONS</p>	<p>1. analyze the role of professional organizations and regulations in professional and industrial recognitions.</p> <p>2. assess the impact of professional/ industrial recognitions on socio-economic and cultural variables.</p> <p>3. justify the value of regulations in achieving societal and/or commercial objectives.</p>

	<p>4. assess the function of various organizations involved in Health and Wellness.</p> <p>5. assess the functions of various government agencies responsibility for Health and Wellness.</p> <p>6. analyze the potential impact of Professional and Industry Certification.</p>
<p>UNIT II - ACQUIRE PROFESSIONAL RECOGNITION FOR INDUSTRIAL PRACTICE</p>	<p>1. explain the importance of having professional recognition for industry practice.</p> <p>2. identify and differentiate types of professional/ industry recognitions.</p> <p>3. identify requirements for professional/industry recognitions. 4. select and enroll in training programmes for professional/industry recognitions.</p> <p>5. access and complete programs of study for professional/ industry recognitions.</p> <p>6. apply to appropriate awarding bodies for registration and professional/industry recognitions.</p> <p>7. practice professional ethics code of preface and quality of service requirements of the recognition.</p> <p>8. adhere to recertification requirements.</p>

<p style="text-align: center;">UNIT III - ACQUIRE TRAINING AND OR RECOGNITION IN APPLY FIRST AID</p>	<ol style="list-style-type: none"> 1. explain the importance of applying first aid. 2. recognize and adhere to the principle of first aid when addressing issues requiring first aid. 3. derive first aid training and certification. 4. identify and follow procedures in applying first aid techniques. 5. evaluate situation above own competence level and seek appropriate assistance and seek appropriate assistance. 6. identify relevant to authorities in event of serious emergencies. 7. document /Report incidents/accidents and actions taken. 8. assess persons who have had first aid treatment and/or resolution to their problems.
<p style="text-align: center;">UNIT IV - PARTICIPATE IN ACTIVITIES OF PROFESSIONAL ORGANIZATION</p>	<ol style="list-style-type: none"> 1. conduct research on professional organization of interest. 2. select and Interview person having connections with the organization. 3. analyze data/information obtained on organization of interest. 4. evaluate the compatibility level of own professional goals with that of the organization. 5. compare and collect information on procedures for membership in the organization. 6. apply for membership in organization of interest.

	<ol style="list-style-type: none"> 7. select, participate, and contribute to the activities of the organization of interest. 8. create opportunities to exchange learning with other members. 9. employ actions to grow and develop professional internally and externally to the organization 10. utilize knowledge gained from association with the organization to the workplace and other colleagues
<p style="text-align: center;">UNIT V - BUILD PROFESSIONAL RECOGNITION THROUGH VOLUNTARISM</p>	<ol style="list-style-type: none"> 1. identify the role of voluntarism in developing communities. 2. discuss the roles of voluntarism building and developing competencies. 3. discuss voluntarism as a vehicle for transfer of learning and life category. 4. assess voluntarism to develop appropriate values and attributes. 5. select appropriate person who have been awarded natural honours for voluntarism and public service. 6. identify and acquire critical knowledge, skills, and attributes through voluntarism. 7. utilize voluntarism to seek motivation and inspiration from others. 8. prepare and present report on voluntary project/activities.

REFERENCE PAGE

Most up to date CCJ Curriculum

AHC - <https://ucca.edu.jm/wp-content/uploads/2023/12/OAD-ALLIED-HEALTH-CARE-GERIATRICALS-1.pdf>

LSCM - <https://ucca.edu.jm/wp-content/uploads/2022/08/Logistics-Supply-Chain-Management-Jan.-2018-CCCJ.pdf>

CSM - <https://ucca.edu.jm/wp-content/uploads/2023/12/OAD-CONSTRUCTION-SITE-MANAGEMENT-FINAL.pdf>

RET - <https://ucca.edu.jm/wp-content/uploads/2023/12/OAD-RENEWABLE-ENERGY-1-1.pdf>

BPO - <https://ucca.edu.jm/wp-content/uploads/2023/12/OAD-BUSINESS-PROCESS-OUTSOURCING-1-2.pdf>