

**SKILL DEVELOPMENT COURSES 2013-14**

<b>SECTOR</b>	<b>NAME OF COURSE</b>	<b>COURSE DURATION IN HOURS</b>	<b>MIN ENTRY QUALIFICATION</b>
IT / ITES	DATA ENTRY	390	HSSLC
	CUSTOMER SERVICE & HELPLINE	320	HSSLC
	MS OFFICE	220	Graduate
	INTERNATIONAL BPO	288	10 <sup>th</sup> Pass
RETAIL	SALES ACTIVITIES	360	HSSLC
	CUSTOMER RELATIONSHIP MANAGEMENT	330	HSSLC
	FRONT DESK MANAGEMENT	390	HSSLC
	SALES PROFESSIONALS	195	10 <sup>th</sup> Pass
	CUSTOMER RELATIONSHIP MANAGEMENT		12 <sup>th</sup> Pass
HOSPITALITY MANAGEMENT	HOSPITALITY MANAGEMENT	360	GRADUATE
HOSPITALITY	F&B SERVICES	252	10 <sup>th</sup> Pass
	GROOMING & LIFE SKILLS FOR HOSPITALITY & SERVICE	100	8 <sup>th</sup> Pass
HEALTHCARE	HEALTHCARE - HOUSEKEEPING STAFF IN HOSPITALS	300	6 <sup>th</sup> Pass / 10 <sup>th</sup> Pass
BANKING & FINANCIAL SERVICES	CERTIFICATE IN BANKING, FINANCIAL SERVICES & INSURANCE	60	Graduate
AVIATION	FLIGHT ATTENDANT & GROUND STAFF	300	12 <sup>th</sup> Pass
TUSSLE CRAFTING	TUSSLE CRAFTING	352	5 <sup>th</sup> Pass
BEAUTY & WELLNESS	MASTER DIPLOMA IN BEAUTY CARE	144	8 <sup>th</sup> Pass / 10 <sup>th</sup> Pass / Graduate