

Programs offered under Uniqua

If you register for... Program.	whose duration is...	And whose contents are....	Program Eligibility	Mode of Training	You will get ...
Basics of Effective Communication (BEC)	136 Hrs	<ul style="list-style-type: none"> • BPO Foundation & Basic IT Skills • Conversation Fundamentals <ul style="list-style-type: none"> ○ Pronunciation ○ Grammar ○ Conversational Skills ○ Fluency & Clarity ○ Vocabulary, Listening and Comprehension 	<ul style="list-style-type: none"> • Graduate in any discipline (non engineer/MBA/Post Grad) or final year student. • Candidate should have the capability to comprehend the language however are not able to respond appropriately due to lack of grammatical knowledge. • Age <=26 Years 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate
Certificate in Effective Communication (CEC)	196 Hrs	<p>Basics of English Conversation (60 hours)</p> <ul style="list-style-type: none"> • Self Introduction • Introducing Others • Giving Personal Information • Talking about Present/ Past/ Future Situations • Conversations at an Airport /Hotel • Expressions about Eating and Food • Giving Directions • Talking about Healthy Habits • Talking about Emotions • Conversations on Phone • Conversations at an Office • Conversations Based on Fashion • Framing Questions • Asking for Information <p>Effective Communication–Foundation Level (136 hours)</p> <p>BPO Foundation & Basic IT Skills</p> <p>Conversation Fundamentals</p> <ul style="list-style-type: none"> • Pronunciation • Grammar • Conversational Skills • Fluency & Clarity 	<ul style="list-style-type: none"> • Graduate in any discipline (non engineer/MBA/Post Grad) or final year student. • Candidate should have the capability to comprehend the language however are not able to respond appropriately due to lack of grammatical knowledge. • Age <=26 Years 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate

		<ul style="list-style-type: none"> •Vocabulary, Listening and Comprehension 			
Professional Certificate in Finance and Accounting (PCIFA)	220 Hrs	<p>Effective Communication–Foundation Level (136 hours)</p> <p>BPO Foundation & Basic IT Skills</p> <p>Conversation Fundamentals</p> <ul style="list-style-type: none"> •Pronunciation •Grammar •Conversational Skills •Fluency & Clarity •Vocabulary, Listening and Comprehension <p>Certificate in Finance and Accounting (CFA)-84 hrs</p> <ul style="list-style-type: none"> •Business Communication Skills •Fundamentals of finance and accounting •Indian Accounting Standards •Procure to Pay Overview •Order to Cash Overview •Accounting Standards & Policies 	<ul style="list-style-type: none"> • Graduate in any discipline (non - engineering/MBA/post Grad) or final year student. • Candidate should have Basic English Communication Skills. • Age <=26 Years 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate • Placement Assistance
Certificate in Finance and Accounting (CFA)	84 Hrs	<p>Certificate in Finance and Accounting (CFA)-84 hrs</p> <ul style="list-style-type: none"> •Business Communication Skills •Fundamentals of finance and accounting •Indian Accounting Standards •Procure to Pay Overview •Order to Cash Overview •Accounting Standards & Policies 	<ul style="list-style-type: none"> • Commerce Graduate (non MBA/post Grad) or final year student. • Candidate should have Basic English Communication Skills. • Age <=26 Years 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate
Valuable Induction in service Arena (VISA)	60 Hrs	<ul style="list-style-type: none"> •Customer Service Basics •Call Opening and Closing •Hold Mute Transfer •Active Listening •Paraphrasing & Questioning •Typing tutor •Apologizing and Proposing Solutions •Building Rapport •Empathy •Handling Difficult Customers •Listening and Comprehension •Summarizing and Answering Questions •Giving and Receiving Instructions •Negotiation 	<ul style="list-style-type: none"> • Commerce Graduate (non MBA/post Grad) or final year student. • Candidates who can comprehend and speak English and have good command on Hindi or Regional Language. 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate
Professional Certificate in Banking Operation (PCBO)	220 Hrs	<p>Effective Communication–Foundation Level (136 hours)</p> <p>BPO Foundation & Basic IT Skills</p> <p>Conversation Fundamentals</p> <ul style="list-style-type: none"> •Pronunciation 	<ul style="list-style-type: none"> • Commerce Graduate (non MBA/post Grad) or final year student. • Candidate should have Basic English Communication Skills. 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate

		<ul style="list-style-type: none"> • Grammar • Conversational Skills • Fluency & Clarity • Vocabulary, Listening and Comprehension Banking Operation - 84 hrs Overview Of Banking Modes of Operation and Types of Customer Negotiable Instruments DEMAT & Ancillary Services Retail Loans Cash Management Payment Investigation & Reconciliation Overview to International Trade	<ul style="list-style-type: none"> • Age <=26 Years 		<ul style="list-style-type: none"> • Placement Assistance
Communication Connect (CCON)	90 Hrs	Effective Communication–Stage 0 and 1 (90 hours) BPO Foundation & Basic IT Skills Conversation Fundamentals <ul style="list-style-type: none"> o Pronunciation o Grammar o Conversational Skills o Fluency & Clarity o Vocabulary, Listening and Comprehension 	<ul style="list-style-type: none"> • Candidate should have the capability to comprehend the language however are not able to respond appropriately due to lack of grammatical knowledge. 	ILT	<ul style="list-style-type: none"> • Appraisal • Graded / Participation Certificate

Note: SLT is 'Synchronous Learning Technology' and ILT is 'Instructor Led Training'

ALLIED SERVICES:

Service	Deliverable	Applicability	Time Norm
CERTIFICATION	CERTIFICATE (Record of completion of Program)	Any student who completes a program subject to Student Appraisal Obligations stated in Student Academic Policy Where Appraisals are applicable, the certificate is issued based on the performance. A Graded Certificate is awarded based on the performance levels achieved by the student A Certificate of Participation is given to students who do not meet the successful certification norms, provided the student has attended at least 90% of the scheduled sessions. Certificates of Participation are also provided for programs where Student Appraisals are not applicable, or are optional.	21 days from the last Appraisal Date (last session date of the Program for programs where exams have not been taken)
PLACEMENT ASSISTANCE (optional)	Minimum of 3 Interview Opportunities	Any student who has Cleared all the applicable assessments and be eligible for certification and has registered for Placement Assistance subject to Obligations stated in Student Academic Policy.	within 60 days of program completion

Note:

1. The details of the contents of these programs are as per the Course Objectives List, which is available in the Front Office for reference.
2. All students will be provided with personal copy of the study material during the program. Courseware Kits for each program will be given to the student on payment of CW component.
3. NIIT centre makes every effort to adhere to time norms specified but is not responsible for delays beyond its control.
4. Select courses/facilities are available at select locations / centres
5. Participation certificate is the 'Certificate of Completion'
6. Cloud Courseware will be provided in select centres for select programs instead of physical course material