

## PART 2: TRAINING PROGRAMME DETAILS

### Section A: Course Details

#### Certified Backoffice Services Associate (CBSA)

1.	Course Title	Certified Backoffice Services Associate (CBSA)
2.	Type of Course	Non-technical
3.	Training Methodology	Classroom Visual/ Remote Blended E-Learning
4.	Skill Area	Functional: Backoffice Services Soft Skills: Via Emotional & Social Intelligence Employability skills via Promeritus360, career management platform
5.	Duration (Days)	7 days/ 60 hours
6.	Level of Certification	Associate Level
7.	Certification Body (If Applicable)	BPO Certification Institute, Inc. (BCI)
8.	Course Overview	<p>The CBSA and S+EI programs are offered by Asia BPO Academy is a powerful global BCI qualification for graduates/school leavers with a desire to deal high-demand Backoffice job-areas like document processing, records digitization, file reconciliation and image processing roles.</p> <p><b>CBSA</b> Program is designed for fresh, young talents desirous of starting a career in non-voice transaction services shared-services companies. The CBSA assessments seek to evaluate the overall preparedness of young talents in terms of their knowledge, communication, aptitude and skills on documentation software and ability to handle various types of transactional processes common in organizations. Equips for hot and high-demand Backoffice job-areas like document processing, records digitization, file reconciliation and image processing. Proves competence on the globally-accepted Backoffice curriculum which is ideal for increasing employability for computer-based backoffice jobs across multiple industries besides business process and shared services</p> <p><b>Social &amp; Emotional Intelligence (S+EI)</b> Participants are introduced to the 26 competencies based on the 4 quadrants of Daniel Goleman's ESI. Each participant will be assessed on the Social &amp; Emotional Intelligence Profile (SEIP). Trainees will become familiar as they understand their strengths and areas for development via one to one coaching session during their PJT. Young graduates need more than just qualification or certification to get and sustain in jobs, they also require soft skills in order to land with dream jobs and sustain.</p>

		<p><b>Promeritus360</b></p> <p>Trainees are provided with access to our career management platform, Promeritus360 to support them in their PJT. It enables internal development programs for young talents to scale employability development &amp; measure impact. The Interactive platform with more than 500+ resources for the target development areas for the young graduates. Various online programs support development of essential skills for their successful employability &amp; career success.</p> <p>Promeritus360 measures learner confidence &amp; impact in real-time.</p>
9.	Prerequisites	Bachelor's Degree/ Diploma/Certificate in any Major/ specialization with basic proficiency in English and proven computer skills.
10.	Course Objective	<p><b>CBSA</b> is designed to provide entry level competency in back office roles, a career in non-voice transaction services shared-services companies. The CBSA assessments seek to evaluate the overall preparedness of young talents in terms of their knowledge, communication, aptitude and skills on documentation software and ability to handle various types of transactional processes common in organizations.</p> <p>Job Preparedness via <b>Social &amp; Emotional Intelligence (S+EI)</b> equip young talents with the manner they need to apply their knowledge &amp; skill acquired in CBSA at workplace while on <b>Promeritus360</b>, they are able to continue to develop themselves by identifying competence &amp; confidence gaps.</p>
11.	Learning Outcome	Able to develop the right functional skills in backoffice services while being self- aware of their strengths and improvement areas and the ability to self -manage their gaps. S+EI training & coaching coupled with the support of Promeritus360, the career management platform to support their continuous learning and development.
12.	Course content	<p><b>Certified Backoffice Services Associate (CBSA) Program</b></p> <p><b>Nature &amp; Typology of BPO Services</b></p> <ul style="list-style-type: none"> <li>• Concept and advantages of Business Process Outsourcing</li> <li>• Categories and Types of BPO Organizations and BPO services</li> </ul> <p><b>BPO Operations &amp; Work Environment</b></p> <ul style="list-style-type: none"> <li>• Organization &amp; Workplace Structures in BPO Organizations</li> <li>• Equipment &amp; Technologies generally deployed in BPO Organizations</li> <li>• Common Modes and Media of Service Delivery in BPO Organizations</li> </ul>

		<p><b>Personal Effectiveness Principles &amp; Techniques</b></p> <ul style="list-style-type: none"> <li>• Challenges &amp; Demands of BPO Work Environment</li> <li>• Creating &amp; Managing Personal Brand-Equity in Workplace</li> <li>• Managing Personal Time</li> <li>• Managing Stress</li> <li>• Managing Professional Growth</li> </ul> <p><b>Role-profile of a Typical Back-Office Services Associate</b></p> <ul style="list-style-type: none"> <li>• Typical roles of a Back-Office Services Professional</li> <li>• Typical Key Result Areas (KRAs) of a Back-Office Services Professional</li> <li>• Skills &amp; Competencies of a Back-Office Services Professional</li> </ul> <p><b>Essentials of Business Processing/ Back-Office Services</b></p> <ul style="list-style-type: none"> <li>• Fundamentals of contemporary Back-Office Services domain</li> <li>• Knowledge about Commonly Outsourced Back-Office Services Tasks and Activities</li> <li>• Important Client Verticals in Back-Office Services</li> <li>• Skills &amp; Techniques Demanded in Back-Office Services</li> </ul> <p><b>Job Preparedness via Social &amp; Emotional Intelligence (S+EI) Program</b></p> <ul style="list-style-type: none"> <li>• Social &amp; Emotional Intelligence Profiling</li> <li>• Definitions of Emotional Intelligence &amp; Social Intelligence</li> <li>• The importance of ESI in our career, home and social segments</li> <li>• Deep dive on the Daniel Goleman’s Four Quadrant Model</li> <li>• Quadrant 1 - Self Awareness</li> <li>• Case studies on Self Awareness</li> <li>• Quadrant 2 - Social Awareness (Other Awareness)</li> <li>• Case studies on Social Awareness</li> <li>• Quadrant 3 - Self management</li> <li>• Case studies on Social Management</li> <li>• Quadrant 4- Relationship Management Part 1 and Part 2</li> <li>• Case Studies on Relationship Management</li> <li>• Role Plays</li> </ul> <p><b>Trainees will be provided with access to Promeritus360, our career management platform provided to all trainees for a period of 12 months from the start of training to support them in their PJT and a continuous development tool.</b></p>
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13.	Learning Activities	Lecture /Virtual lecture Role Play Case Studies E-Learning on Promeritus360 – Learning activities Training
14.	Target Group	Graduates, school leavers and unemployed