



GOVERNMENT OF THE PUNJAB
TECHNICAL EDUCATION & VOCATIONAL
TRAINING AUTHORITY
96-H, GULBERG II, LAHORE PHONE: 042-99263055-9
www.tevta.gop.pk



NOTIFICATION

Subject: REVISION IN SOP FOR CUSTOMER SUPPORT EXECUTIVE (03 MONTHS) COURSE UNDER THE MOU BETWEEN TEVTA & IBEX GLOBAL

In continuation of the Notification No. TEVTA / DGM (P) / MoUs / IBEX / 1-21 dated 20-April-2016, the Competent Authority has been pleased to notify the revision in SOP w.e.f 27.06.2016 at serial No. 4.1 regarding the change of Training Venue, as the training venue for Institutional training (02-months) has been changed from GCT Railway Road Lahore to GTTI Mughalpura Lahore for the conduct of Customer Support Executive course (03-Months) under the MoU between TEVTA & IBEX GLOBAL.

No. Even

Dated: 27 Feb, 2017

**CHIEF OPERATING OFFICER
TEVTA**

Endst: No. Even

Dated: 27 Feb, 2017

A copy is forwarded for information to:-

1. All the General Managers, TEVTA Secretariat Lahore.
2. All the DGMs, TEVTA Secretariat Lahore.
3. The Secretary PBTE, 21-A Kashmir Block Allama Iqbal Town Lahore.
4. The Zonal Manager (Central) TEVTA, Lahore.
5. The District Manager TEVTA, Lahore with request to forward the same to the concerned Principal immediately for further necessary action.
6. The Manager (MIS), TEVTA Secretariat Lahore.
7. S.A to Chairperson TEVTA Secretariat Lahore.
8. P.S to C.O.O

14550-68
ISSUED
TEVTA SECRETARIATE
GULBERG ROAD LAHORE

01/09/17

27/02/17
Ms Bushra Akhtar
DGM (ACAD) TEVTA

 TEVTA TECHNICAL EDUCATION & VOCATIONAL TRAINING AUTHORITY 96-H, GULBERG II, LAHORE PHONE: 042-99263055-59 www.tevta.gop.pk	

No.TEVTA / DGM (P) / MoUs / IBEX / 1-21

Date: Feb 27th, 2017

REVISED STANDARD OPERATING PROCEDURES (SOP)

Revised w.e.f 27.06.2016

Collaboration between TEVTA & IBEX GLOBAL
for the Course of Customer Support Executive
(03-Months)



TEVTA SECRETARIAT, 96-H, GULBERG-II, LAHORE
Website: www.tevta.gop.pk

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1. INTRODUCTION

In line with the policy directions of the Government of the Punjab, TEVTA and IBEX Global (Pvt) Ltd has entered into MoU to provide skills for employability to the youth of Punjab in sectors relevant to Customer Care Services i-e (i) Customer Support Executive (Domestic Project), (ii) Customer Support Executive (International Project).

It has been decided to initially launch a pilot course of Customer Support Executive for Domestic Project only with 25-30 students with an entry level of Graduation, with a practical training component to be sponsored by IBEX Global at its facility.

2. SALIENT FEATURES OF PROGRAMME

- 2.1. To train youth on multiple skill sets for their placement in call center companies and to explore employment opportunities.
- 2.2. No fee will be charged
- 2.3. Registration fee will be paid by TEVTA.
- 2.4. No training expense will be charged from trainees.
- 2.5. Stipend @ Rs. 1000 / month will be paid to trainees by TEVTA during the course.
- 2.6. Furthermore, a suitable amount of stipend during OJT may be provided by IBEX Global as per company policy.

3. TRAINING SCHEDULE

Start of class from 15 March, 2016.

4. TRAINING VENUES (Revised)

- 4.1. Government Technical Training Institute Mughalpura Lahore (w.e.f 27.06.2016)
- 4.2. Government Technical Training Institute (Women), Township Lahore

5. TRAINING PARAMETERS

Courses

- Courses duration
- Total Training Hours

Customer Support Executive

03 months
02 months institutional training (200 hours)
01 month on job training at IBEX Global (Pvt) Ltd
Lahore.

5.1. Timings

The District Manager TEVTA / Principal of the institute will decide the timings on considering the institute time table.

5.2. Number of Trainees

25 trainees / course / Batch (Each Venue)

5.3. Compulsory on Job Training (OJT)

IBEX Global (Pvt) Ltd will provide "On Job Training" for a period of one month after completion of institutional training.

5.4. Placement

IBEX Global will facilitate graduates for their placement, subject to fulfillment for the post criteria. While hiring, IBEX Global will accommodate the pass outs of the course.

6. ADMISSION PROCEDURE

A comprehensive media campaign at local level will be launched by the concerned District Manager TEVTA by publishing in newspaper, using banners, posters, hand bills, local cable network, announcement in mosques and other resources. All efforts should be made by the concerned District Manager TEVTA to ensure enrollment against the target capacity. Following steps will be taken to admit the students in this program:-

- 6.1. Concerned institutes will be responsible to enroll the trainees, having qualification B.A or equivalent.
- 6.2. CNIC / B. Form is mandatory for admission.
- 6.3. Class size 25 trainees / course.
- 6.4. One copy of educational certificates would be required to verify the minimum entry qualification.
- 6.5. A simple application form will be developed by the concerned District Manager TEVTA, the same will be provided by the Principal free of cost to the Candidates, who are desirous for admission. Candidates must be encouraged, facilitated and guided.
- 6.6. Selection of the candidates shall be done on the basis of interview, to minimize dropouts, serious candidates for getting skills training should be considered for admission.
- 6.7. The selection committee, comprising of the following will conduct interview and finalize the list of candidates for admission.

6.7.1. Principal of the concerned institute

6.7.2. Instructor of the concerned trade

6.7.3. Representative of IBEX Global (Pvt) Ltd

Convener

Member

Member

- 6.8. Minimum age limit is 18 years. Under age applicants will not be eligible for training.
- 6.9. No candidate will be enrolled / registered in more than one course at a time.
- 6.10. The person who has already received training in the same course in any organization will also not be eligible.

07. CURRICULUM AND TRAINING MANUALS

7.1 Curriculum

The curriculum of the course will be provided by the curriculum section of ACAD wing of TEVTA Secretariat. However, the curriculum will be developed in consultation with IBEX Global (Pvt) Ltd.

7.2 Training Manuals

The training manual for each course will be provided by the Curriculum section of ACAD wing of TEVTA Secretariat

7.3 Lesson Plan

The teachers will develop lesson plan to impart training effectively.

08. REGISTRATION, EXAMINATION AND CERTIFICATION

- 8.1. Punjab Board of Technical Education (PBTE) will registered and conduct the final exam.
- 8.2. Certificate will be awarded by PBTE.
- 8.3. The registration and exam fee will be paid directly to PBTE by TEVTA.
- 8.4. The Principals and concerned District Manager TEVTA will ensure timely coordination and registration with PBTE.

09. MONITORING / EVALUATION

- 9.1. Following committee will monitor the training activities in the respective institute at regular basis to ensure impartation of quality training.

9.1.1.	District Manager, TEVTA concerned	Convener
9.1.2.	Principals / Head of concerned institutes	Member
9.1.3.	Representative from IBEX Global	Member
- 9.2. The concerned Principals will provide a report about the institutes, on prescribed performa, by the 1st week of every month. This report will be duly vetted by the concerned District Manager TEVTA.
- 9.3. The District Manager, TEVTA concerned individually or along with the member of monitoring committee will visit each institute fortnightly. The visit report will be submitted on prescribed performa, already circulated.
- 9.4. The District Manager, TEVTA concerned will provide copies of the visit report to the concerned Zonal Manager of TEVTA within 03 days of visit.
- 9.5. The concerned Zonal Manager TEVTA will send the consolidated report along with his observations to the Operation Wing of TEVTA and IBEX GLOBAL, within 03 days

receipt of the reports from the concerned District Manager, TEVTA.

- 9.6. The Zonal Manager concerned will monitor training activities of all courses / classes being run under this program.
- 9.7. The concerned Zonal / District Manager / Principal (s) will take appropriate action / measure to ensure improvement of the weak areas. The progress on the observations regarding weak areas will be communicated to the Operations wing of TEVTA.

10. QUALITY ASSURANCE

- 10.1. The Principals concerned will ensure the quality of training and management of classes and will check classes regularly to monitor the attendance and trade management of teachers.
- 10.2. 75 % attendance of students is mandatory to appear in the final examination. The name of those students will be struck off who fail to attend the classes for more than one week.
- 10.3. The instructors will be responsible for taking measure to ensure the quality of training i.e. regular evaluation and monitoring of jobs, monthly test etc. and will submit the report to the Principal concerned on fortnightly basis along with the certificate that practical jobs / exercises have been completed as per curricula and the prepared jobs have been marked. The Principal concerned will verify the performance of the teachers and countersign the fortnightly report.

11. DISBURSEMENT OF STIPEND AMOUNT

Each trainee is entitled for stipend of Rs.1000/- per month subject to fulfillment of 75 % monthly attendance in every month. The payment will be made as per TEVTA Notification No.TEVTA / GMF / Stipend / 2016 dated: 25-02-2016.

12. BUDGET AND EXPENDITURE

- 12.1. Enrollment status will be forwarded by the Principals to Operations wing of TEVTA by the end of the month for the stipend @ Rs. 1,000.
- 12.2. The remuneration of visiting faculty will be paid through cross cheque.
- 12.3. Registration and examination fee of trainees to PBTE will be paid by TEVTA.
- 12.4. The Finance Department of TEVTA will transfer the budget to concerning institute.
- 12.5. Cost estimate during institutional training will be borne by TEVTA (attached at **Annexure – A**).

ROUGH COST ESTIMATE**(A) Operational Cost**

Sr No	Head of Account		Cost (Rs) for 1st Batch	Cost for 04 Batch
1	Trainer Cost per hour	Rs. 550 x 200 hours	110000	440000
2	Training Material	Rs. 550 x 25 trainees x 02 months	27500	110000
3	Operational cost (utilities , Advertisement & Repair of machinery & equipment)	Rs. 300 x 25 trainees x 02 months	15000	60000
4	Stipend	Rs. 1000 x 25 trainees x 03 months	75000	300000

(B) Registration Cost

5	Board Registration and Examination Cost	Rs. 600 x 25 trainees	15000	60000
Total			242500	970000

Grand Total Cost (Rs.) of 04 Batches (Operation + Registration Cost) at one institute	970000
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Note:

- 1) 25 students per Batch
- 2) 100 students in 4th Batches

Cost Break up of Trainer Cost

Sr No	Description	Amount per month
Remuneration of the teaching staff		
1	As per TEVTA Notification No.TEVTA/GM(O)/2nd shift/242/1838	Rs.550 x 200 hours (02 months)
Total		110000