

PART 2: TRAINING PROGRAMME DETAILS

Section A: Course Details

Certified Technical Support Associate (CTSA)

1.	Course Title	Certified Technical Support Associate (CTSA)
2.	Type of Course	Technical
3.	Training Methodology	Classroom Visual/ Remote Blended E-Learning
4.	Skill Area	Functional: Technical Support 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 CTSA 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 with technical support for customers.</p> <p>CTSA Program is designed for fresh, young technology talents who want to make a career in technical support BPOs. The CTSA assessments seek to evaluate the overall preparedness of young talents for handling common tasks and services related to troubleshooting customer problems through email, chat or phone.</p> <p>Social & Emotional Intelligence (S+EI) 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 & 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>Promeritus360 Trainees are provided with access to our career management platform, Promeritus360 to support the, in their PJT. It enables internal development programs for young talents to scale employability development & measure impact. The Interactive platform with more than 500+ resources for the target development areas for the young graduates. Various online programs are support development of essential skills for their</p>

		<p>successful employability & career success.</p> <p>Promeritus360 measures learner confidence & impact in real-time.</p>
9.	Prerequisites	Bachelor's Degree/ Diploma/ Certificate in Computer Applications/ IT/ Software/ Systems; with basic proficiency in English
10.	Course Objective	<p>CTSA is designed to provide entry level competency in technical support roles, in terms of their knowledge, communication, aptitude and skills on documentation software and ability to handle various types of transactional processes common in organizations like document processing, records digitization, file reconciliation and image processing. Job Preparedness via Social & Emotional Intelligence (S+EI) equip young talents with the manner they need to apply their knowledge & skill acquired in CBSA at workplace while on Promeritus360, they are able to continue to develop themselves by identifying competence & confidence gaps.</p>
11.	Learning Outcome	<p>Able to develop the right functional skills in technical support and IT helpdesk with a wide variety of employers including mobile phone companies; computers, software companies; electronics firms and IT services companies. 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 Promeritus360, the career management platform to support their continuous learning and development.</p>
12.	Course content	<p>Certified Technical Support Associate (CTSA) Program</p> <p>Nature & Typology of BPO Services</p> <ul style="list-style-type: none"> • Concept and advantages of Business Process Outsourcing • Categories and Types of BPO Organizations and BPO services <p>BPO Operations & Work Environment</p> <ul style="list-style-type: none"> • Organization & Workplace Structures in BPO Organizations • Equipment & Technologies generally deployed in BPO Organizations • Common Modes and Media of Service Delivery in BPO Organizations <p>Personal Effectiveness Principles & Techniques</p> <ul style="list-style-type: none"> • Challenges & Demands of BPO Work Environment • Creating & Managing Personal Brand-Equity in Workplace • Managing Personal Time • Managing Stress • Managing Professional Growth

		<p>Role-profile of a Technical Support Professional</p> <ul style="list-style-type: none"> • Typical roles of a Technical Support Professional • Typical Key Result Areas (KRAs) of a Technical Support Professional • Skills & Competencies of a Technical Support Professional <p>Principles & Techniques of Customer Service & Support</p> <ul style="list-style-type: none"> • Principles & Objectives of Customer Relationship Management • Techniques in Initiation of Customer Interaction • Techniques of Handling Customers <p>Principles & Techniques of Technical Support</p> <ul style="list-style-type: none"> • Fundamentals of contemporary Technical Support domain • Important Client Verticals in Technical Support • Knowledge & Understanding of Common Technologies & Products & their Theories of Operation • Generic Principles & Techniques of Troubleshooting <p>Job Preparedness via Social & Emotional Intelligence (S+EI) Program</p> <ul style="list-style-type: none"> • Social & Emotional Intelligence Profiling • Definitions of Emotional Intelligence & Social Intelligence • The importance of ESI in our career, home and social segments • Deep dive on the Daniel Goleman’s Four Quadrant Model • Quadrant 1 - Self Awareness • Case studies on Self Awareness • Quadrant 2 - Social Awareness (Other Awareness) • Case studies on Social Awareness • Quadrant 3 - Self management • Case studies on Social Management • Quadrant 4- Relationship Management Part 1 and Part 2 • Case Studies on Relationship Management • Role Plays <p>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.</p>
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