

CRM (CUSTOMER RELATIONSHIP MANAGEMENT) **- DOMESTIC VOICE (661)**

The institutions having the following requisite infrastructure, may apply for accreditation:

A. Classroom :

The institute should have two class rooms one for practical and one for theory. Rooms should be well ventilated and properly lighted. The size of practical room should be 225sq.feet and theory room should be 200sq.feet.

B. Faculty and Supporting Staff :

At least one permanent faculty is required for taking theory as well as practical class. Following is the essential qualification for the faculty: Post graduate in English or Communication or Graduate in English Honours with certificate or diploma in Computers/ Information Technology from any recognized university or institute.

C. List of Tools and Equipment :

1. Hardware Requirement :

- Computers (minimum Pentium 5)
- Speakers
- Sound card enabled
- Headset
- Internet Connection

2. Software Requirement :

Licensed versions of following software

- Windows 10
- Windows Media player

D. Physical Facilities :

The institution should have the facilities for Drinking water, bathrooms & toilets.

E. Library :

Minimum of 50 books on the relevant subjects are essential.

F. Batch Size :

A centre will admit 10 students in a batch and maximum intake will be 3 batches.