

## **ANNEXURE- 3      BSNL-AICTE EETP PROGRAM OVERVIEW and INSTRUCTIONS**

### **1.0 Introduction.**

In recent years, BSNL has successfully positioned itself amongst the engineering graduate student community as a vocational training provider. The response countrywide has been very encouraging with more than one lakh students associating themselves with the BSNL brand in the current year.

Feedback obtained from the students has revealed significant interest on their part to obtain hands-on training on BSNL equipment, with a view to enhance their exposure to the telecom industry, improving their employability potential.

### **2.0 Learning Products and Market Potential.**

It is considered that for the next three years:

- a) With respect to Vocational Training (VT) market BSNL is now an established brand with both the training centres and field units geared to deliver the products. Although the intake has doubled from the past year in the current year, it is expected to stabilize.
- b) Overall demand for hands-on- training certificate programs- launched in Feb 2013 from all training centres- can aspire to target at least 40% of the current VT intake, i.e. some 35000-40000 students annually.
- c) Intake through AICTE funded/approved colleges to the tune of 20,000 students annually can be targeted.

### **3.0 The Roadmap.**

It is considered that in the next three years BSNL training centres duly supported by field lab set-ups shall become market leaders in high value, short duration, job oriented telecom training offerings – on the lines of MDP's offered by IIMs- for the following market segments:

- a) Engineering and Science students.
- b) New industry recruits.
- c) Govt. sector

Resource mobilization shall involve equipping the training centres and field set-ups in terms of spare equipment identification, allotment & operationalization and development of faculties & associate faculties from field units.

#### 4.0 BSNL-AICTE EETP Program 2013.

##### 4.1 Program Pedagogy.

The spirit & philosophy of the program is a combination of dual mode of Learning:

- a) Online content assimilation by students for their respective semesters, with adequate support of subject matter experts of SME's of BSNL through e-mail/online portal.
- b) Practical hands-on exposure on the high end telecom operational equipments/systems to enable students for higher order domain/industry exposure through face to face contact sessions.

The programs are skill based with intensive practical sessions on equipment, **requiring prior self-study of instructional/equipment based content** that shall be downloaded by the student from BSNL TP site.

The program is designed to be a flexible one and it is considered that the schedule of contact hours- with due juxtaposition with the required self-study hours – **shall be drawn by the BSNL TP and college by mutual consultation by 15 May 2013.**

##### 4.2 Program Structure.

The certifications shall be attained by each student progressively through the 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> semester as below.

**BSNL Silver Certified Engineer:** Successful completion of Digital Switching System, Transmission Switching System and Telecom Support Infrastructure certificate programs in fifth semester with the following contact hours

	Item	Contact Hours (per certificate program)	Contact Hours (Total)
1.	Practical Hours	20	60
2.	Field visit hours	2	6
3.	Online Feedback and Test	2	6
	Total	24	72

**BSNL Gold Certified Engineer:** Successful completion of Broadband Technology and Optical Fibre Technology certificate programs in sixth semester

Item	Contact Hours (per certificate program)	Contact Hours (Total)
Practical Hours	20	40
Field visit hours	2	4
Employability enhancement specialist softskills- (Reporting, Presentation, Work ethics, Job stress, etc.)	4	8
Online Feedback and Test	2	4
Total	28	56

**BSNL Platinum Certified Engineer:** Successful completion of Mobile Communication and IP Networking and Security certificate programs in seventh semester.

Item	Contact Hours (per certificate program)	Contact Hours (Total)
Practical Hours	20	40
Field visit hours	2	4
Employability enhancement specialist softskills- (Interview and placement skills, etc)	4	8
Online Feedback and Test	2	4
Total	28	56

#### 4.3 Project Implementation Plan.

The AICTE-BSNL Agreement is a unique opportunity for BSNL training centers to develop and establish their brand as the leading provider of premium telecom training in the country.

**Therefore, it is very important that the delivery of the programs be managed in a professional manner to ensure the best quality training. This shall be possible only by organized and motivated team work from the training centre resources with full support from the administration and the field units.**

The project organization that needs to be put into place for the professional delivery of the programs is outlined below:

#### 4.4 Project Organization at Regional Training Centres/Circles.

All Circle Heads shall constitute the following committees/teams.

i) **Circle Steering Committee for AICTE programs:**

**Members:** The CGM, GM (HR), GM(BD) and Principal, Training centre

**Roles and responsibilities:**

- **Supervision and management of the EETP program through monthly meetings in the first quarter followed by quarterly ones.**
- **Finalisation of schedules with colleges.**
- **Resource allocation and Quality Control.**
- **Ensuing field lab set-ups and associate resources when the program is expanded to cover field units.**

- **Quarterly updates/feedback to BRBRAITT and Training Cell.**
- **Calling, evaluating & shortlisting volunteers as support resources.**
- **Further business development.**

**ii) Training Centre Team:**

**Members:** Principal (RTTC), Faculty members and Accounts Officer

**Roles and responsibilities:**

- Uploading schedule of training on the LearnTelecom online portal.
- Coordinating with field units for hands-on experience, showcasing equipment and operations during field visits.
- Conduction of courses as per schedule and quality criteria set by BRBRAITT.
- Entry of data in CTMS.
- Completion of AICTE documentation and reimbursement claims quarterly and forwarding the same to BRBRAITT for centralized compilation.
- Preparing batchwise summary of online feedback reports for review by Circle Steering Committee and BRBRAITT/ALTTC.

**4.5 Project Organization at Apex training centre –BRBRAITT.**

BRBRAITT being the nodal training centre with the technical control of all RTTCs shall execute all centralized project management functions with respect to the AICTE-BSNL EETP agreement.

CGM BRBRAITT shall put in place the following project management organization.

- Chief Program Manager:** GM(BRBRAITT) shall be designated as the Chief Program Manager for this project with the responsibility of
  - Overall technical supervision and management of the program across the country

- Supervision of EETP Core implementation team.

**ii. EETP Core implementation Team.**

**Members:** Faculty heads of BRBRAITT, CAO and members from other training centres as deemed fit.

**Roles and Responsibilities.**

- Content Development and Updating.
- Online Support Documentation development and updating.
- Issuing detailed instructions to all training centres on various training delivery processes.
- **Establishment of a learning support team/mechanism for providing online/email SME support to the students to study the content downloaded from the online portal. This shall include the identification of some 20-25 SMEs per certificate program, upload of their details/email addresses on online portal, and issuing of standard instructions to individual SMEs on quality of support, response time etc.**
- Framing and issuing of quality control guidelines/checksheets and batch-wise preparation of online feedback reports (sample format at Annex 4), thereof.
- Operation of online portal, customization to EETP program, and centralized monitoring of upload of schedules and other information on it, including student feedback.
- Quarterly performance reviews of the entire project delivery, with training centrewise details to be issued to the Circle Steering Committees with copy to Training Cell.

- Centralized compilation of AICTE documentation and payment invoices for quarterly submission to AICTE.
- Conducting Train the Trainers program on a need-based basis for faculty of other training centres.

#### **4.6 Project Organization at ALTTC.**

ALTTC being the APEX training centre with advanced telecom training resources, shall provide high-end specialist support to the 'employability' aspect of the entire program. CGM ALTTC shall put in place the following project management organization.

##### **ALTTC Specialist Support Team**

**Members:** GM(ALTTC) and faculty heads as deemed fit.

##### **Roles and Responsibilities:**

- Development of specialist module on 'Employability Enhancement' focused on Presentation Skills, Reporting Skills and Interview Skills.
- Online content Development of the same and upload on online portal.
- **Production of recorded model video sessions on the various practicals to be performed (70 in number) to be uploaded on the online portal as reference material for students for the purpose of revision/re-learning.**
- Conduction of webinars of the same for batches in various training centres countrywide.
- Framing post-training metrics for the purpose of evaluation of the entire program in terms of enhancement of 'employability' of the trainee.
- Development of a database/online module for post-training review/profiling of students for at least a period of one year after they have graduated/trained with BSNL with key details of jobs undertaken, need for refresher courses, etc.

## 5.0 Implementation Timelines

	Action Item	Responsible	Timeline
1.	Constitution of Committees in accordance with this letter/First meeting of circle steering committee	Respective CGMs	30 Apr 2013
2.	Liaising with individual colleges/Obtaining list of nominated students by colleges	Training Centre Teams led by Circle Steering Committee	By 30 April 2013
3.	Release of detailed project management/delivery process guidelines	Chief Program Manager, BRBRAITT and EETP Core implementation Team	7 May 2013
4.	Finalisation of batches/schedules of contact sessions with both colleges and field units of BSNL/ upload on online portal	Training Centre Teams led by Circle Steering Committee	By 15 May 2013
5.	Commencement of Program/ provision of list of students enrolled to BRBRAITT for onward communication to AICTE	Circle Steering Committees and Training Centre Teams	July 2013
6.	Presentation of completion documentation (list of students and certification status) to BRBRAITT	Training Centre teams	At the end of each batch
7.	Quarterly Invoices to AICTE headquarters in Delhi	Chief Program Manager, BRBRAITT	Sep and Dec 2013

**ANNEXURE- 4****BSNL-AICTE EETP STUDENT FEEDBACK FORM (SAMPLE)**

Registration No:	_____
Name of the Student:	_____
College:	_____
BSNL TP:	_____
Certificate (Silver/Gold/Platinum):	_____
Course – Dates:	From: _____ To _____
Course Name:	_____

**Feedback to be filled in 5 point scale:**

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>1. Practical Sessions:</b>					
<b>a.</b> Individual opportunity to handle equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b> Successful conduction of all instructions in the job aids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b> Your confidence in executing the job aid individually	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2. On-Line course content</b>					
<b>a.</b> Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b> Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b> Subject Matter Expert (SME) support through E-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3. BSNL Training Provider Delivery:</b>					
<b>a.</b> Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b> Faculty Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b> Program management and organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4. Your over all comments/perception</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>a.</b> Value addition to your hands on skills as a budding engineer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b> Enhancement of your employability skills in the industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b> Overall assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. Remarks**

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