



SVCR GOVERNMENT DEGREE COLLEGE

PALAMANER

REPORT

ON

SKILL HUB ACITIVITIES

FROM 28- OCTOBER- 2022 TO 27- JANUARY- 2025

DEPARTMENT OF SKILL HUB UNIT

APSSDC

Skill AP
APSSDC

ANDHRA PRADESH STATE SKILL DEVELOPMENT CORPORATION



Andhra Pradesh State Skill Development Corporation (APSSDC)

(Department of Skill Development & Training, Govt. of Andhra Pradesh)



SCVR GOVERNMENT DEGREE COLLEGE

PALAMANER

- OUR OBJECTIVE

To implement a structured and pragmatic solution to skill and upskill the workforce in the state of A.P. and to increase employability, and promote entrepreneurship in sync with Industrial growth of the State.

- MISSION

To be the best state in India and to be competing with the best in the world by 2022, when India celebrates its 75th year of Independence, and to achieve the status of a fully developed state by 2029.

- VISION

To skill 20 million people in 15 years by meeting skilled human power demands of all missions and shape AP as the skilled-workforce and Knowledge hub for the world.

APSSDC Skill Development Centre

PROFILE

Andhra Pradesh State Skill Development Corporation (APSSDC) is a unique organization formed as a Public-Private Partnership (PPP) corporation to promote skill-development & entrepreneurship in the state of Andhra Pradesh. The Corporation now serves as the "Executive Agency" for the newly formed Department of Skill Development, Entrepreneurship and Innovation. APSSDC will also serve the important task of providing high quality skilled manpower as part of the "Knowledge and Skills Mission" of GOAP, which is one of the cross-cutting missions among the seven missions formed by the Govt. to facilitate double digit growth of the state.

APSSDC will be staffed with best of talent in this sector & will partner with leading training providers & industry to carry out the training programs. It aims to develop a best-in-class learning management system and placement and tracking mechanism. Ultimately, it aims to be among the best training provider organizations in the world.

APSSDC centre was started in SVCR GOVT DEGREE COLLEGE, PALAMANER in the year 2017. It provided 30 Laptops and 30 Tabs for students to learn various skills, like Analytical skills, Arithmetic and reasoning skills, Computer and Communication skills etc.



APSSDC is conducting several training programs to develop technical and professional skills among the students for the best employment opportunities. It is also conducting Job-Mela Program in the campus to provide employment for unemployed people.

APSSDC has recently started its Skill Hub centre in the college, which is very useful to give training in various programs like GST and Data Entry operating to the unemployed rural youth and provides Job Opportunities in various fields of different sectors

I. ACCOUNT EXECUTIVE

1. **The first skill development course** started in this institution with a job role titled “**account executive**” the batch id number is APS-ACC-122-5346 .the batch was started on 28 / October /2022 to 17/ January- 2023, with a strength of 30 candidates . during the course the candidates was got knowledge on specific items such as APSSDC training programs like workshops, and seminars, and individuals competitions, group competitions.



- ❖ The first batch has trained by a trainer named as **S. VENU** sir
- ❖ During this training the trainees are trained on different aspects such as tally, principles of accountings, journal entries, and job roles of an accountant.
- ❖ As well as during the program the candidates are also presented and participated in such activities which may help in the development of their skills and knowledge like participating in the group activities and personal involvement

➤ During the training activities the trainer as well as the candidates of the course have went to RIMMS TRUST AT PALAMANER to support them financially as well as needs for their personal purpose and our candidates collected some kind of some money and arranged food for them.





- ✓ The certificates for the trainees are distributed by the principal of our institution
- ✓ The event with our principal sir as well as the voice principal sir
- ✓ During the training 30 candidates are certified by APSSDC
- ✓ After completion of course totally 28 candidates are placed with a job responsibilities

Ψ The distribution of certificates as well as the all the training program activities are published in Sakshi public news paper

సాక్షి

సర్టిఫికేట్ల ప్రదానం



సర్టిఫికేటులందుకున్న శిక్షణ పొందిన అభ్యర్థులు పలమనేరు: ఏపీ నైపుణ్యాభివృద్ధి సంస్థ ఆధ్వర్యంలో స్థానిక ప్రభుత్వ డిగ్రీ కళాశాలలో మూడునెలల పాటు శిక్షణ పొందిన అభ్యర్థులకు బుధవారం సర్టిఫికేట్లను ప్రదానం చేశారు. ప్రొన్సిపల్ డాక్టర్ వెంకటేశులు మాట్లాడుతూ, ఇక్కడ అకాంటిగ్ ఎగ్జిక్యూటివ్, డిటా ఎంట్రీ అపరేటర్ కోర్సులో శిక్షణ పొందిన వారిలో 90శాతం మందికి ఉపాధి లభించడం ఆనందంగా ఉందన్నారు. సాఫ్ట్వేర్ కంపెనీలు సైతం గ్రామీణ విద్యార్థులకు ఎక్కువగా అవకాశాలు కల్పిస్తున్నాయన్నారు. విద్యార్థులకు అవరమైన శిక్షణనిచ్చి వారికి ఉద్యోగాలను కల్పిస్తున్న ప్రభుత్వం సేవలను మరచిపోరాదన్నారు. కార్యక్రమంలో వైస్ ప్రొన్సిపల్ విజయశేఖరం, ఏపీఎస్ఎస్డీసీ డిప్యూ అధికారి గుణశేఖర్ రెడ్డి తదితరులు పాల్గొన్నారు.

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II. DOMESTIC DATA ENTRY OPERATOR

2. **The second skill development course** started in this institution titled as **Domestic data entry operator**. The batch id number was APS_DOM_123_6032, The course was started on JAN-02-2023 to april-4-2023. With a strength of 30 candidates. During the course the candidates were got knowledge on specific items such as APSSDC training programs like workshops, seminars, individuals competitions group competitions team works job role presentation to create documents typing skills



- The second batch has trained by a trainer name **SISINDRI YADAV SIR**
- During this training the trainees are trained on different about computer, creating presentation, self introduction, group discussion, short cut keys,

- ❖ During the second batch training the trainer along with trainees are went for an weekly service activity to environment like, gardening, cleaning, watering, planting new plants etc.



- ✓ The certificates for the trainees are distributed by the principal of our institution
- ✓ The event with our principal sir as well as the voice principal sir
- ✓ During the training 28 candidates are certified by APSSDC
- ✓ After completion of course totally 28 candidates are placed with a job responsibilities



III. ASSOCIATE DATA ENTRY OPERATOR.

3. **The third skill development course** started in this institution titled as **associate data entry operator**. The batch id number was 2229776, The course was started on May-18-2023 to July-20-2023 .With a strength of 30 candidates. During the course the candidates were given knowledge on specific items such as APSSDC training programs like workshops, seminars, individual competitions group competitions team works job role presentation to create documents typing skills etc.



- ❖ The third batch has been undertaken by **V.SISIDRI** sir
- ❖ During the training there are more activities for the trainee to gain the knowledge with a graceful manner those include working with other friends and colleagues in a polite manner
- ❖ During the training all the candidates are having more enthusiasm towards learning more to increase their individual knowledge

- ❖ During the training the trainees all went to a garden to mingle with the environment
- ❖ During this event, all the candidates participated in a graceful manner
- ❖ All the candidates are involved in different activities such as planting trees and cleaning the surroundings near the trees etc



- ❖ During the training all the candidates are gathered to get to share the views of the entire trainings which they have learned in the course
- ❖ When time of completion of the training the total no. of candidates 22 has got certified
- ❖ And then totally 21 members have placed by APSSDC business organizations



IV. TRAINEE BEAUTICIAN

4. The fourth skill development course started in this institution titled as **trainee beautician**. The batch number was 2230008, The course was started on May-18-2023 to July- 20-2023. With a strength of 30 candidates. During the course the candidates were got knowledge on specific items such as APSSDC training programs like workshops, seminars, individuals competitions group competitions team works job role presentation to create documents typing skills etc.



- ❖ During the course the trainees are got aware of Beautician responsibilities include removing hair, recommending skin care therapies and managing client appointments. You should be well-versed in beauty treatments, including hairstyling, makeup, facials, hair removal, manicures and pedicures.



- ❖ The entire course was lead by **ASHWINI** madam a trainer associated by APSSDC
- ❖ After completion of their course totally 22 members are get certified by APSSDC
- ❖ And those who are certified all of them are self employed



V. ASSOCIATE DATA ENTRY OPERATOR.

5. The fifth skill development course started in this institution titled as **associate data entry operator**. The batch id number was 2249838 The course was started on July-24-2023 to Sep-13-2023. With a strength of 30 candidates. During the course the candidates were given knowledge on specific items such as APSSDC training programs like workshops, seminars, individual competitions, group competitions, team works, job role presentation to create documents, typing skills etc.



- ❖ The third batch has been undertaken by **V.SISIDRI** sir
- ❖ During the training there are more activities for the trainee to gain the knowledge with a graceful manner. These include working with other friends and colleagues in a polite manner
- ❖ During the training all the candidates are having more enthusiasm towards learning more to increase their individual knowledge

- ❖ During the training the trainees are all taken to a garden to mingle with the environment
- ❖ During this event, all the candidates participated in a graceful manner
- ❖ All the candidates are involved in different activities such as planting trees



- ❖ During the training all the candidates are gathered to share the views of the entire training which they have learned in the course
- ❖ When the time of completion of the training arrived, the total number of candidates who got certified was 29
- ❖ And then totally 28 members were placed by APSSDC business organizations





VI. TRAINEE BEAUTICIAN

6. The sixth skill development course started in this institution titled as **trainee beautician**. The batch id number was 2230008, The course was started on August-22-2023 to November-4-2023. With a strength of 30 candidates. During the course the candidates was got knowledge on specific items such as APSSDC training programs like workshops, seminars, individuals competitions group competitions team works job role presentation to create documents typing skills etc.



❖ During the course the trainees are got aware of Beautician responsibilities include removing hair, recommending skin care therapies and managing client appointments. You should be well-versed in beauty treatments, including hairstyling, makeup, facials, hair removal, manicures and pedicures.

- ❖ The entire course was lead by **ASHWINI madam** a trainer associated by APSSDC
- ❖ After completion of their course totally 21 members are get certified by APSSDC
- ❖ And those who are certified all of them are self employed



ద్రువీకరణ పత్రాలతో శిక్షణ పొందిన విద్యార్థులు

ప్రభుత్వ డిగ్రీ కళాశాలలో విద్యార్థులకు శిక్షణ

పలమనేరు, న్యూస్టుడే: పట్టణంలోని ప్రభుత్వ డిగ్రీ కళాశాలలో రాష్ట్ర నైపుణ్యాభివృద్ధి సంస్థ ఆధ్వర్యంలో స్కిల్ హబ్ ఏర్పాటు చేశారు. శుక్రవారం ఈ సందర్భంగా పలు అంశాలపై విద్యార్థులకు 30 మంది విద్యార్థులకు కళాశాల ప్రిన్సిపాల్ వెంకటేశ్వర్లు ఆధ్వర్యంలో శిక్షణా కార్యక్రమాన్ని చేపట్టారు. విద్యార్థులకు ఇందుకు సంబంధించిన ద్రువీకరణ పత్రాలు అందించారు. వీరికి భవిష్యత్తులో తప్పనిసరిగా ఉద్యోగ అవకాశాలు ఉంటాయని ప్రిన్సిపాల్ చెప్పారు. కార్యక్రమంలో కళాశాల వైస్ ప్రిన్సిపాల్ విజయశీఖరం, స్కిల్ హబ్ కోఆర్డినేటర్ సుబ్బయ్యనాయుడు పాల్గొన్నారు.



VII. ACCOUNT EXECUTIVE

7. **The seventh skill development course** started in this institution titled as **account executive**. The batch id number was BFSAE2024-01-18-14:42:40. The course was started on January-18-2024 to March-27-2024. With the strength of 30 candidates. During the course the candidates were got knowledge on specific items such as APSSDC training programs like workshops, seminars, individuals competitions group competitions team works job role presentation to create documents typing skills etc.



- ❖ The course was lead by different lecturers from the dept. of commerce of our SVCR GDC PALAMANER namely Dr. R. Venkatesh babu sir, N. Madhavi madam, T. Reddeppa sir and others





- ❖ During the course all the trainees are have get aware of An Account Executive's job is to build and manage client relationships, drive sales, and ensure customer satisfaction by identifying needs, proposing solutions, and closing deals, while also fostering long-term partnerships
- ❖ An account executive is an employee who is primarily responsible for an ongoing business relationship with a client. Account executives are most commonly found in advertising, public relations, and financial services. In addition, technology companies that provide hardware and software support services assign account executives to significant customers.

Account Executive Responsibilities

Broad account executive duties may include the following; we'll look at day-to-day tasks of an account executive in a later section:

- Negotiating with clients and closing contracts
- Attending to clients' needs and developing relationships
- Acquiring more clients through prospecting and canvassing
- Coordinating internal tasks related to accounts to ensure clients receive products and services
- Assisting new clients through any processes





VIII. ASSOCIATE CUSTOMER SUPPORT

8. The Eighth skill development course started in this institution titled as **associate customer support**. The batch id number was IT-ac2024-12-05 18:39:29_01. The course was started on December-06-2024 to January-27-2025. With the strength of 30 candidates. During the course the candidates were got knowledge on specific items such as APSSDC training programs like workshops, seminars, individuals competitions group competitions team works job role presentation to create documents typing skills etc.



❖ During the course all the trainees are get knowledge on As a Customer Support Associate, you'll be the first point of contact for customers, resolving inquiries, providing product information, and ensuring customer satisfaction through various channels like phone, email, or chat.

Key Responsibilities:

❖ **Customer Interaction:**

- a. Respond to customer inquiries and requests promptly and professionally.
- b. Listen actively to understand customer needs and concerns.
- c. Provide clear and concise information about products, services, and processes.
- d. Handle customer complaints and resolve issues efficiently.
- e. Maintain a positive and helpful attitude in all interactions.

❖ **Problem Solving:**

- f. Troubleshoot technical issues and offer solutions.
- g. Escalate complex issues to appropriate departments or personnel.



h. Document customer interactions and resolutions accurately.

❖ **Product/Service Knowledge:**

- Stay up-to-date on company products, services, and policies.
- Demonstrate a thorough understanding of the company's offerings.

❖ **Other Tasks:**

- Process orders, returns, and refunds.
- Manage customer accounts and data.
- Follow up with customers to ensure satisfaction.
- Contribute to improving customer service processes and procedures.

❖ **Skills:**

- Strong communication skills (written and verbal).
- Excellent listening and problem-solving skills.
- Ability to work independently and as part of a team.
- Proficiency in relevant software and systems.
- Ability to handle multiple tasks and prioritize effectively.

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