



# SATYAM CENTRE OF PROFESSIONAL EXCELLENCE

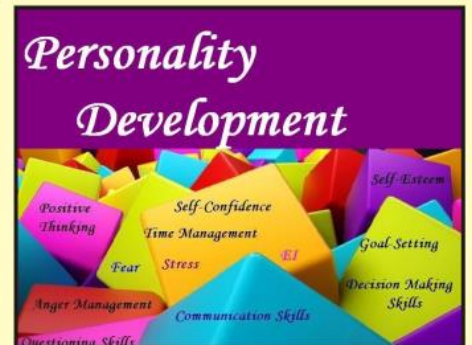
(Automobile, Personality & Defence Training)

**(A Unit Of Sparsh Autotech Pvt. Ltd.)**

D-12 & 13, Madhu Vihar, Main Rajapuri Road, Opp. Sec-5, Dwarka, New Delhi-110059

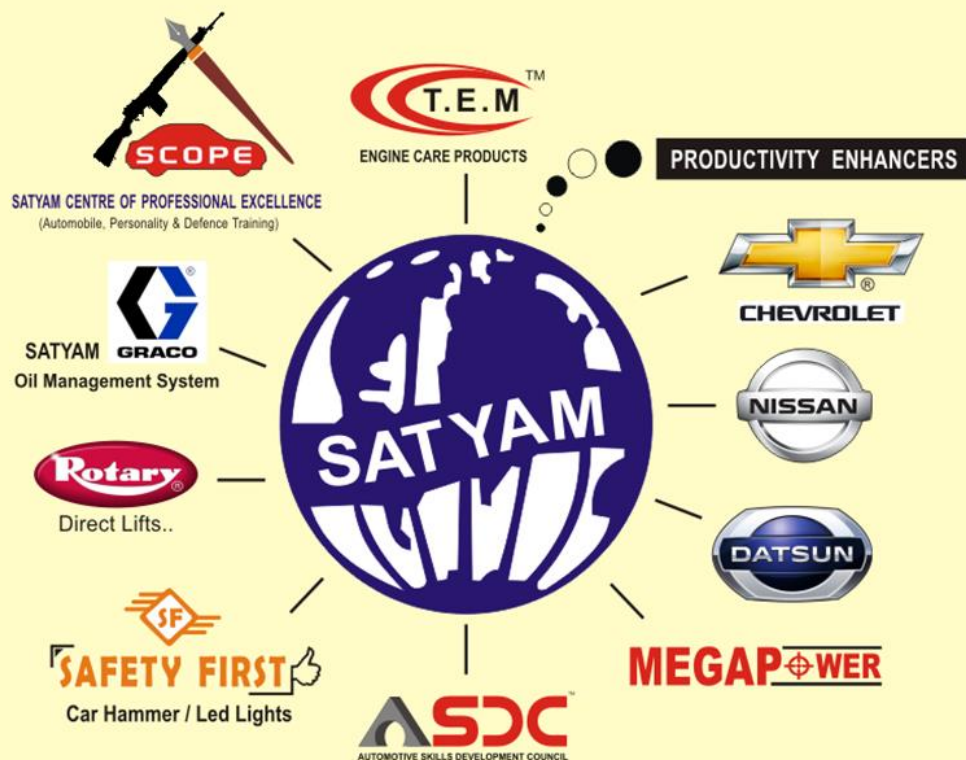
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## About Us

1. Rich experience of 2 decades in the automobile sector.
2. Leading company offering world class solutions like pneumatics, lube, paint, lifting and vendors to prestigious OE's like Maruti Suzuki, Hyundai, Honda, General Motors, Tata Motors ... etc.
3. Dealership of World class car companies like Chevrolet, Nissan & Datsun in NCR with facilities of sales, service and spares.
4. Graco Achiever's award 2011
5. 3M Award Winner 9 times in a row since 2005
6. Chevy Rocker award 2014-15 & Big Finish award 2014-15
7. Affiliated to Automotive Skills Development Council (ASDC)
8. Membership of automobile prestigious organisations like FADA & ATAD
9. ISO 9001-2015 Quality Management system by American National Standard Institute (ANSI)
10. More than 4 decades dedication in Education Field.
11. Classic projects Real Estate Sector.



## Facilitating Excellence

SCOPE is one of the leading names in imparting High Quality Skill training in Automotive & Defence Sector. With a dynamic spectrum of activities with an innovative and flexible horizons.

## Bouquet of Skills

Empowering youth in core automobile skills like sales executives, technicians, CRMs to Personality development, Defence, security, hospitality etc.

## Benchmarked by Prestigious Bodies

- ◆ ISO 9001:2015, Quality Management System certified
- ◆ Active Member of FADA, & ATAD
- ◆ Recognised by Nissan, Datsun and Chevrolet
- ◆ Under accreditation with NSDC, PMKVY & DGR

## Foreword



**Harsh Vashist**

Managing Director,  
Satyam Group of Companies

Human Resource Development is the single most important mantra in sustaining and furthering growth of our economy. SCOPE has been set up to make our humble contribution in serving the public through the promotion and advancement of technical, vocational and defence oriented training. It is our endeavour to create the most conducive environment in the institute so as the trainees get the best of opportunities to realise their full potential and contribute their best in the overall development of the country.



**Param Veer Mehta**

Principal SCOPE

The primary aim of SCOPE is to foster learning in the theory and practice of personal and professional development, group dynamics, organization change, community development and social change. The intellectual character and moral value of students are always kept high in this institute. Our Mission helps the students to meet the challenged ambience with constant endurance and perseverance to lay an incredible land mark on our concrete planning of fidelity.



**Col Ashwani Almadi (Retd)**

Member Core Team

Inspite of considerable growth in our economy during the past 2 decades, underemployment, low educational levels, high rate of dropouts and lack of proper vocational training continue to haunt us. SCOPE has taken an initiative to mitigate this problem to some extent by providing skill training to our youth in various fields and help them in placement subsequently.



**SqnLdr Ramesh Taneja**

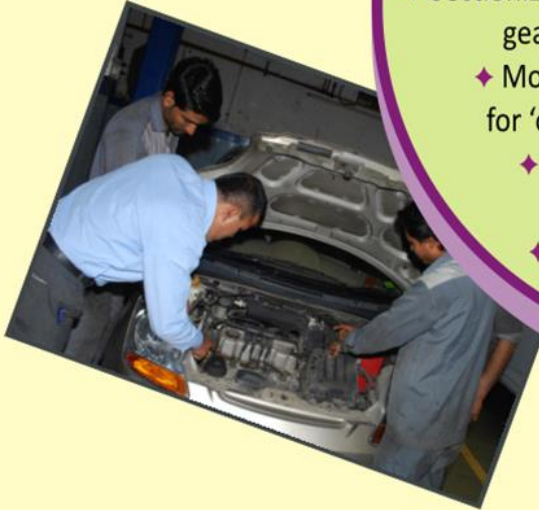
Member Core Team

Human Resource Development has been and will ever remain the backbone of any organization in the overall nation building activities, whether in Agriculture sector, manufacturing sector or service sector. With this objective SCOPE has been set up to train and empower our youth to take up industry relevant skill as well as improve overall personality that will help them in securing a better career in industry as well as in defence.



### State-of-art Infrastructure

- ◆ Smart class rooms with AC, projector, CCTV camera, exhaust fan in each room
  - ◆ Reception, counselling room, placement cell and well equipped library
- ◆ Sectionized working models of automobile engine gear box, steering, axles, brakes etc.
- ◆ More than 40,000 sq ft workshop area for 'on the job training' in automobiles
  - ◆ 7500 sq ft AC lab for training of sales Executives
  - ◆ 3000 sq ft Activity Ground for leadership training



# Automobile Courses :

COURSES LIST	DAYS	ASDC CODE	QUALIFICATION RECOMMENDED	CONTENTS
<b>1. Sales Consultant Level 4</b>				
	45 Days (260 hrs.)	ASC/Q 1001	Any Graduate	Handling of leads from various sources, taking customers on the floor to buying process, delivering sales, highlighting unique selling points of the vehicle.
<b>2. Showroom Hostess/Host Level 3</b>				
	30 Days (100 hrs.)	ASC/Q 1103	12th	Also known as front office executive, showroom coordinator and show room receptionist, Responsible for handling the front office work, attending to customers and coordinating response to their queries.
<b>3. Telecaller Level 4</b>				
	30 Days (100 hrs.)	ASC/Q 1105	12th	Also known as customer calling care executive. Responsible for making cold calls to the customer and supporting sales to generate sales lead. Also support follow up calls for both sales and services activities.
<b>4. Customer Relation Executive Level 4</b>				
	45 Days (260 hrs.)	ASC/Q 1106	12th	Generating sales leads, managing post delivery services for better customer satisfaction, planning and organizing work to meet expected outcomes and maintaining a healthy, safe and secure working environment.
<b>5. Washer Level 2</b>				
	30 Days (100 hrs.)	ASC/Q 1101	5th	Washing, scrubbing and polishing the interiors and exteriors of vehicles to protect and enhance the experience.
<b>6. Automotive Service Technician Level 4</b>				
	120 Days (600 hrs.)	ASC/Q 1402	10th	Managing a range of diagnostic across mechanical, electrical and electronic aggregates and repairs and assist senior technicians in their work.
<b>7. Automotive Service Technician Level 5</b>				
	120 Days (600 hrs.)	ASC/Q 1403	Diploma Mechanical/ Automobile	Managing a range of diagnostic across mechanical, electrical and electronic aggregates and repairs and guiding junior technicians in their work.
<b>8. Auto Body Technician Level 4</b>				
	60 Days (300 hrs.)	ASC/Q 1405	10th	Also known as denter, senior body technician and body repairer. Responsible for repair of vehicles by carrying out work on the body and frame of a vehicle because of damage mostly due to major/ minor dent on the body.
<b>9. Repair Painter-Auto Body Level 3</b>				
	45 Days (260 hrs.)	ASC/Q 1407	10th	Prepares body surfaces on vehicles and assist in applying paint and other coatings. Carries out jobs in workshops which have specialized paint shop set up with in the body shop.

# Automobile Courses :

COURSES LIST	DAYS	ASDC CODE	QUALIFICATION RECOMMENDED	CONTENTS
<b>10. Service Advisor Level 6</b> 	90 Days (400 hrs.)	ASC/Q 1602	Any Graduate	Manages customer relationship at the workshop promotion. Responsible for receipt of the vehicle from the customer, understanding various complaints and post that identifying the service or repair requirements to resolve the customers issues in a timely and cost effective manner as agreed with the customer.
<b>11. Automotive Engine Repair Level 4</b> 	60 Days (300 hrs.)	ASC/Q 1409	ITI	Carry out servicing and repair of engine and other mechanical aggregates and diagnosis of faults in vehicles as per NSDC/ASDC norms.
<b>12. Autobody Technician Level 3</b> 	45 Days (260 hrs.)	ASC/Q 1410	10th	Assist in repair of accidental vehicles and carry out specialized denting related jobs in the Body Shop.
<b>13. Sales Consultant (Retail) Level 5</b> 	75 Days (450 hrs.)	ASC/Q 1005	Graduate Degree/ Diploma	Handling of potential customer leads, presenting value proposition for vehicles and managing vehicle retail sales at dealer showrooms.
<b>14. Sales Consultant (Preowned Vehicles)</b> 	45 Days (260 hrs.)	----	Graduate Degree/ Diploma	Handling of potential customer leads, presenting value proposition for vehicles and managing purchase and selling of used/pre-owned vehicles at dealer showrooms.
<b>15. Customer Care Manager Refresher Course Service</b> 	9 hrs. Spread over 1 Month	----	CRM/CCM	Assistance in sales support and expansion through customer satisfaction, activities such as enhancing customer experience at the dealership showroom, recording the effectiveness and supervising the overall implementation.
<b>16. Sales Consultant Refresher Course</b> 	2 Days (12 hrs.)	----	Sales Consultant	Networking and generating potential customer base for sales, test driving with customers, demonstrating product, meeting sales targets and market feed back reports.
<b>17. Service Advisor Refresher Course</b> 	2 Days (12 hrs.)	----	Service Advisor	Managing customer relationship from receipt to the delivery in the workshop. Understanding complaints and identifying the need to service/repair customer issues in a timely and cost effective manner as agreed with the customer.
<b>18. Dealership Productivity &amp; Profitability Enhancement</b> 	2 Days (12 hrs.)	----	GM/WM	Defining and calculation of efficiency, productivity and utilization, measuring labour input, output, benchmark and targets, improving sales, operations, increase profits, improving Return on Investment.

# Defence Courses :



## HIGHLIGHTS :

- ◆ Highly qualified & Ex- SSB experienced Staff
- ◆ GTOs
- ◆ Psychologists
- ◆ Interviewing Officers
- ◆ Boarding & Lodging for students.
- ◆ Safe and comfortable environment for women candidates
- ◆ Unmatched infrastructure & lush green outdoor for GTO tasks
- ◆ Special discount for service candidates (ACC & SL Batches)

## 1. NDA & CDS Written Coaching

**Duration :** 15 Days

**Contents :** Maths and general ability covering English, General knowledge, current affairs and academics viz physics, chemistry, general science, social studies & geography.

**Minimum Qualification :** Class 11th, 12th for NDA & Graduate for CDS

## 2. SSB Coaching for NDA, CDS, ACC, SL, AFCAT, SSC & TA

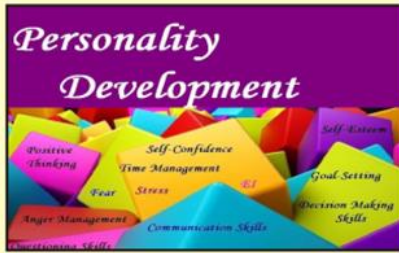
**Duration :** 7 Days

**Contents :** Psychological & written tests, personal interview, GTO tasks, Group discussion, Group Planning, PGT, GOR, HGT, lecture, individual tasks, command task.

**Minimum Qualification :** Class 12th for NDA & ACC. Graduate for Others



## Personality Development Course :



## Computer Courses :



## Miscellaneous Courses :



### 1. Personality Development

**Duration :** 2 Days

**Contents :** Leadership, motivation, group dynamics, team building, interpersonal relationship, stress management & time management.

**Recommended For :** GM/AGM/WM

### 1. Computer Basic

**Duration :** 45 Days (90 hrs.)

**Contents :** Introduction, word processing, spread sheet, Presentation, Browser, Web page, E-mail, Security Utility & MS Office.

**Minimum Qualifications :** Upto Class 10th

### 2. Computer Advance

**Duration :** 90 Days (100 hrs.)

**Contents :** Tally ERP 9 With GST, Taxation & Payroll Products, Web Designing & Virtual Machines & Network.

**Minimum Qualifications :** Class 12th

### 1. Security Guard

**Duration :** 1 Days (8 hrs.)

**Contents :** Welcome service industry, conflict management, personal safety, first aid, fire fighting, cooperation, serve with smile and respect, security system and technology, active response.

**Minimum Qualifications :** Security Supervisor / Guard

### 2. House Keeping

**Duration :** 1 Days (8 hrs.)

**Contents :** Introduction, preparing for performing operations, cleaning, waste disposal, maintaining hygiene, safe and secure environment, working effectively with others.

**Minimum Qualifications :** House Keeping Staff

### 3. Pantry

**Duration :** 1 Days (8 hrs.)

**Contents :** Safety, standard and hygiene in procuring raw material and preparation of food, planning menu, laying table, keeping record of supplies and purchases.

**Minimum Qualifications :** Pantry boys

\*\* Duration of Course Content and Fees is subject to change without any notice.

