NUMBER:	LEVEL:	TRAINING PROGRAM:	CODE:	VERSION:
2780893	Técnico	SERVICE OPERATION IN BILINGUAL BPO CHANNELS	137500	1
CLASSROOM:		**PROJECT MANAGER:**	**START DATE:**	**ENDING DATE:**
Ambiente 10 Taller		Natali Chica Aristizábal	26/06/2023	25/11/2024
PROJECT CODE:		**FORMATIVE PROJECT:**		
		Opercion de campañas de ventas y servicio al cliente en ingles para la industria de BPO		

TIME		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
06:00 a.m.	06:30 a.m.	Álvaro Guillermo Baena López	Natali Chica Aristizábal	Natali Chica Aristizábal	Natali Chica Aristizábal	Álvaro Guillermo Baena López
06:30 a.m.	07:00 a.m.					
07:00 a.m.	07:30 a.m.					
07:30 a.m.	08:00 a.m.					
08:00 a.m.	08:30 a.m.					
08:30 a.m.	09:00 a.m.					
09:00 a.m.	09:30 a.m.	Natali Chica Aristizábal	Álvaro Guillermo Baena López	Jhon James Álzate Aponte	Álvaro Guillermo Baena López	Adrián Mauricio Artunduaga Claros
09:30 a.m.	10:00 a.m.					
10:00 a.m.	10:30 a.m.					
10:30 a.m.	11:00 a.m.					
11:00 a.m.	11:30 a.m.					
11:30 a.m.	12:00 p.m.					
12:00 p.m.	12:30 p.m.	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo
12:30 p.m.	01:00 p.m.					
01:00 p.m.	01:30 p.m.					
01:30 p.m.	02:00 p.m.					

Competencia	Resultado de Aprendizaje	Horas a programar	Trimestre	Instructor
230101507 IMPLEMENT HEALTHY HABITS THROUGH PHYSICAL ACTIVITY, COMPLIANCE WITH THE REQUIREMENTS OF THE IDEAL GRADUATION PROFILE	RAP 1-DEVELOP PSYCHOMOTOR SKILLS IN THE PRODUCTIVE AND SOCIAL CONTEXT.	11	T2	Adrian Mauricio Artunduaga
230101507 IMPLEMENT HEALTHY HABITS THROUGH PHYSICAL ACTIVITY, COMPLIANCE WITH THE REQUIREMENTS OF THE IDEAL GRADUATION PROFILE	RAP 2- PRACTICE HEALTHY HABITS BY APPLYING NUTRITION AND HYGIENE FUNDAMENTALS.	11	T2	Adrian Mauricio Artunduaga
230101507 IMPLEMENT HEALTHY HABITS THROUGH PHYSICAL ACTIVITY, COMPLIANCE WITH THE REQUIREMENTS OF THE IDEAL GRADUATION PROFILE	RAP 3 - CARRY OUT FITNESS ACTIVITIES AIMED AT IMPROVING THE PHYSICAL CONDITION IN THE PRODUCTIVE AND SOCIAL CONTEXTS.	11	T2	Adrian Mauricio Artunduaga
230101507 IMPLEMENT HEALTHY HABITS THROUGH PHYSICAL ACTIVITY, COMPLIANCE WITH THE REQUIREMENTS OF THE IDEAL GRADUATION PROFILE	RAP 4- IMPLEMENT A PLAN OF ERGONOMICS AND ACTIVE PAUSES ACCORDING TO THE CHARACTERISTICS OF THE PRODUCTIVE FUNCTION.	11	T2	Adrian Mauricio Artunduaga
240201050 INTERACTION WITH CUSTOMERS.	RAP 2- TO UNDERSTAND INFORMATION IN A SECOND LANGUAGE ACCORDING TO THE LANGUAGE AND CULTURAL STRUCTURE, AS WELL AS BUSINESS COMMUNICATION PROTOCOLS WITH THE CUSTOMER.	144	T2	NATALI CHICA ARISTIZABAL
260102029 PROCESSING CUSTOMER REQUIREMENTS	RAP 2- TO PROCESS CUSTOMER REQUIREMENTS ACCORDING TO TECHNICAL GUIDE.	30	T2	ALVARO GUILLERMO BAENA LOPEZ
260102029 PROCESSING CUSTOMER REQUIREMENTS	RAP 3- TO VALIDATE REGISTRATION OF CUSTOMER DATA ACCORDING TO TECHNICAL GUIDE.	30	T2	ALVARO GUILLERMO BAENA LOPEZ
220501046 USE OF COMPUTER TOOLS ACCORDING TO INFORMATION MANAGEMENT NEEDS.	RAP 1. TO SELECT INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) TOOLS, ACCORDING TO THE IDENTIFIED NEEDS.	11	T2	Jhon James Alzate
220501046 USE OF COMPUTER TOOLS ACCORDING TO INFORMATION MANAGEMENT NEEDS.	RAP 2. TO USE ICT TOOLS, IN ACCORDANCE WITH THE REQUIREMENTS, OPERATING MANUALS, PROCEDURES AND STANDARDS.	11	T2	Jhon James Alzate
220501046 USE OF COMPUTER TOOLS ACCORDING TO INFORMATION MANAGEMENT NEEDS.	RAP 3. TO VERIFY THE RESULTS OBTAINED, ACCORDING TO THE REQUIREMENTS.	11	T2	Jhon James Alzate
220501046 USE OF COMPUTER TOOLS ACCORDING TO INFORMATION MANAGEMENT NEEDS.	RAP 4. TO IMPLEMENT GOOD PRACTICES OF USE, ACCORDING TO THE TECHNOLOGY USED.	11	T2	Jhon James Alzate
260101047 PRODUCT AND SERVICE SALES.	RAP 3- TO PRESENT COMMERCIAL PROPOSAL ACCORDING CUSTOMERS' REQUESTS.	25	T2	ALVARO GUILLERMO BAENA LOPEZ
260101047 PRODUCT AND SERVICE SALES.	RAP 4- TO VERIFY THAT NEGOTIATION CONDITIONS COMPLY WITH SERVICE GUIDELINES AND SALES PROCESS.	25	T2	ALVARO GUILLERMO BAENA LOPEZ

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2854941	Técnico	SERVICE OPERATION IN BILINGUAL BPO CHANNELS	137500	1
CLASSROOM:		**PROJECT MANAGER:**	**START DATE:**	**ENDING DATE:**
Ambiente 10 Taller		Álvaro Guillermo Baena López		
PROJECT CODE:		**FORMATIVE PROJECT:**		
		Opercion de campañas de ventas y servicio al cliente en ingles para la industria de BPO		

TIME		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
12:00 p.m.	12:30 p.m.	Natali Chica Aristizábal	Natali Chica Aristizábal	Natali Chica Aristizábal	Natali Chica Aristizábal	José Fernando Palomino Posada
12:30 p.m.	01:00 p.m.					
01:00 p.m.	01:30 p.m.					
01:30 p.m.	02:00 p.m.					
02:00 p.m.	02:30 p.m.					
02:30 p.m.	03:00 p.m.					
03:00 p.m.	03:30 p.m.	Ángela María Vanegas Salazar	Álvaro Guillermo Baena López	Álvaro Guillermo Baena López	Álvaro Guillermo Baena López	Álvaro Guillermo Baena López
03:30 p.m.	04:00 p.m.					
04:00 p.m.	04:30 p.m.					
04:30 p.m.	05:00 p.m.					
05:00 p.m.	05:30 p.m.					
05:30 p.m.	06:00 p.m.					
06:00 p.m.	06:30 p.m.	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo	Trabajo Autonomo
06:30 p.m.	07:00 p.m.					
07:00 p.m.	07:30 p.m.					
07:30 p.m.	08:00 p.m.					

Competencia	Resultado de Aprendizaje	Horas a programar	Trimestre	Instructor
240201524 DEVELOP ORAL AND WRITTEN COMMUNICATION PROCESSES IN AN EFFICIENT AND EFFECTIVE WAY CONSIDERING SOCIAL, PERSONAL AND PRODUCTIVE SITUATIONS.	RAP 1. TO INTERPRET THE MEANING OF COMMUNICATION AS A MEANS OF SOCIAL, CULTURAL, LABOR AND ARTISTIC EXPRESSION.	12	T1	Jose Fernando Palomino
240201524 DEVELOP ORAL AND WRITTEN COMMUNICATION PROCESSES IN AN EFFICIENT AND EFFECTIVE WAY CONSIDERING SOCIAL, PERSONAL AND PRODUCTIVE SITUATIONS.	RAP 2. TO DECODE COMMUNICATIVE MESSAGES IN SITUATIONS OF SOCIAL AND WORK LIFE, CONSIDERING THE CONTEXT OF COMMUNICATION.	12	T1	Jose Fernando Palomino
240201524 DEVELOP ORAL AND WRITTEN COMMUNICATION PROCESSES IN AN EFFICIENT AND EFFECTIVE WAY CONSIDERING SOCIAL, PERSONAL AND PRODUCTIVE SITUATIONS.	RAP 3. TO VALIDATE THE IMPORTANCE OF COMMUNICATION PROCESSES TAKING INTO ACCOUNT CRITERIA OF LOGIC AND RATIONALITY.	12	T1	Jose Fernando Palomino
240201524 DEVELOP ORAL AND WRITTEN COMMUNICATION PROCESSES IN AN EFFICIENT AND EFFECTIVE WAY CONSIDERING SOCIAL, PERSONAL AND PRODUCTIVE SITUATIONS.	RAP 4. TO APPLY IMPROVEMENT ACTIONS IN THE DEVELOPMENT OF COMMUNICATION PROCESSES ACCORDING TO THE REQUIREMENTS OF THE CONTEXT.	12	T1	Jose Fernando Palomino
240201526 ETHICS	RAP 1- PROMOTE MY DIGNITY AND THAT OF THE OTHER BASED ON ETHICAL PRINCIPLES AND VALUES AS A CONTRIBUTION TO THE ESTABLISHMENT OF A CULTURE OF PEACE.	12	T1	Angela Maria Vanegas
240201526 ETHICS	RAP 2- ESTABLISH RELATIONSHIPS OF PERSONAL AND COMMUNITY GROWTH FROM THE COMMON GOOD AS CONTRIBUTION TO SOCIAL DEVELOPMENT.	12	T1	Angela Maria Vanegas
240201526 ETHICS	RAP 3- PROMOTE THE RATIONAL USE OF NATURAL RESOURCES BASED ON SUSTAINABILITY CRITERIA AND ETHICAL SUSTAINABILITY AND CURRENT REGULATIONS.	12	T1	Angela Maria Vanegas
240201526 ETHICS	RAP 4- CONTRIBUTE TO THE STRENGTHENING OF THE CULTURE OF PEACE BASED ON HUMAN DIGNITY.	12	T1	Angela Maria Vanegas
240201050 INTERACTION WITH CUSTOMERS.	RAP 1- TO EXPRESS IDEAS ORALLY AND IN WRITING IN A SECOND LANGUAGE IN ACCORDANCE WITH THE OCCUPATIONAL ENVIRONMENT AND BUSINESS COMMUNICATION PROTOCOLS.	144	T1	NATALI CHICA ARISTIZABAL
240201530 INDUCTION	RAP 1- TO APPROPRIATE CHARACTERISTICS OF ORGANIZATIONAL MANAGEMENT OF SENA IN CONTEXT OF THE INSTITUTIONAL MISSION IN ACCORDANCE WITH THEIR ROLE IN LIFE PROJECT AND PROFESSIONAL DEVELOPMENT.	48	T1	NATALI CHICA ARISTIZABAL
999999999 RESULTADOS DE APRENDIZAJE ETAPA PRACTICA	APLICAR EN LA RESOLUCIÓN DE PROBLEMAS REALES DEL SECTOR PRODUCTIVO, LOS CONOCIMIENTOS, HABILIDADES Y DESTREZAS PERTINENTES A LAS COMPETENCIAS DEL PROGRAMA DE FORMACIÓN ASUMIENDO ESTRATEGIAS Y METODOLOGÍAS DE AUTOGESTIÓN.			Álvaro Guillermo Baena López
260102029 PROCESSING CUSTOMER REQUIREMENTS	RAP 1- TO RECEIVE CUSTOMER REQUESTS BASED ON SERVICE PROTOCOLS.	40	T1	Álvaro Guillermo Baena López
260101047 PRODUCT AND SERVICE SALES.	RAP 1- TO RECOGNIZE THE NEEDS OF CUSTOMERS ACCORDING TO THEIR PROSPECTING AND COMPANYS COMMERCIAL POLICIES.	40	T1	Álvaro Guillermo Baena López
260101047 PRODUCT AND SERVICE SALES.	RAP 2- TO STRUCTURE COMMERCIAL PROPOSAL BASED ON CUSTOMER REQUIREMENTS.	40	T1	Álvaro Guillermo Baena López