GUJARAT TECHNOLOGICAL UNIVERSITY

Syllabus for Bachelor of Vocation (B.Voc), 5th Semester
Branch: Software Development
Subject Name-On-Job Training (Elective): Transactional F&A
Subject Code: 21150208

Type of course: On-Job Training (Elective)
Prerequisite: NA
Rationale: - On-job training, also known as OJT, is a hands-on method of teaching the skills, knowledge, and competencies needed for students to perform a specific task within the workplace. Students learn in an environment where they will need to practice the knowledge and skills obtained during their training.

Teaching and Examination Scheme:

Teaching Scheme			Credit	Examination Marks				Total Marks
				Theory Marks		Practical Marks		
L	T	P	C	ESE (E)	PA(M)	ESE(V)	PA(I)	
0	0	15	15	0	0	100	100	200

L- Lectures; T- Tutorial/Teacher Guided Student Activity; P- Practical; C- Credit; ESE- End Semester Examination; PA- Progressive Assessment

OJT Hands on Exercise/Training:

Sr. No.	Training / Hands on Exercise	Hrs.
1	**Process invoices, credit notes and claims** PC1. check systems to verify whether invoices and claims have already been received and recorded PC2. validate invoices against purchase orders (POs) and/or other documentation received and assign appropriate codes PC3. validate vendor credit notes against relevant invoices and assign appropriate codes PC4. validate expense items against relevant expense policies and assign appropriate codes PC5. identify any issues with invoices, credit notes and claims and clarify these with relevant vendors or personnel/employees PC6. enter invoices, credit notes and claims into your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs PC7. check processing of invoices, credit notes and claims with peers and/or supervisor, as required PC8. submit entered invoices and claims for review and approval by appropriate people PC9. update invoices and claims in your organization's systems in case of changes PC10. reconcile invoices, credit notes and claims against system entries on a periodic basis, as required PC11. obtain advice and guidance from appropriate people, where required PC12. comply with your organization's policies, procedures, guidelines and client- specific SLAs when processing invoices, credit notes and claims	30
2	**Pay invoices and claims** PC1. check systems to verify whether approved invoices and claims have already been paid PC2. carry out random checks on approved invoices and claims, as required PC3. identify any issues with approved invoices and claims and clarify these with appropriate people PC4. prepare batches of invoices and claims for pay-run , following your organization's policies, procedures, guidelines and client-specific SLAs	30

	PC5. check pay-run with peers and/or supervisor, as required PC6. submit pay-run for review and approval by appropriate people PC7. respond promptly to payment queries from vendors and personnel/ employees referred by the accounts payable helpdesk PC8. reconcile payments against bank statements on a periodic basis, as required PC9. liaise effectively with banks regarding any queries about reconciliation or non- receipt of authorized payments PC10. obtain advice and guidance from appropriate people, where required PC11. comply with your organization's policies, procedures, guidelines and client- specific SLAs when paying invoices and claims	
3	**Deal with queries at the accounts payable helpdesk** PC1. greet helpdesk users and verify their details, following your organization's procedures PC2. listen carefully to helpdesk users and ask appropriate questions to understand the nature of their queries PC3. summarize and obtain confirmation from helpdesk users of your understanding of their queries PC4. express your concern for any difficulties caused and your commitment to resolving their queries PC5. record and categorize queries accurately using your organization's query management tool PC6. obtain relevant information from the accounts payable system and communicate this information clearly to helpdesk users PC7. refer queries that cannot be dealt with by reference to the accounts payable system promptly to appropriate people PC8. provide helpdesk users with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given PC9. monitor resolution of queries to keep helpdesk users informed about progress and any delays in resolving their queries PC10. obtain confirmation from helpdesk users that their queries have been resolved to their satisfaction PC11. record the resolution of queries accurately using your organization's query management tool PC12. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing with queries at the accounts payable helpdesk	30
4	**Maintain customer accounts** PC1. check systems to verify whether master records of customers already exist PC2. obtain required data/information from appropriate sources to set up and update customer accounts PC3. clarify any issues with the data/information either from the sales team or directly with customers, as required PC4. carry out credit checks on customers, following your organization's procedures, guidelines and client-specific service level agreements (SLAs) PC5. set up and update customer accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs) PC6. obtain confirmation from customers that the details held in their master records are correct specific SLAs when maintaining customer accounts PC7. obtain advice and guidance from appropriate people, where required	20

	PC8. comply with your organization's policies, procedures, guidelines and client	
5	**Generate invoices and credit notes** PC1. obtain requests to generate invoices, credit notes and full supporting documentation from sales teams PC2. check systems to verify whether invoices/credit notes have already been generated PC3. validate requests to generate invoices/credit notes against relevant purchase orders, contracts and terms of business PC4. clarify any issues with requests to generate invoices/credit notes with appropriate people PC5. Enter data for generating invoices/credit notes into your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs PC6. check generation of invoices/credit notes with peers and/or supervisor, as required PC7. submit entered invoices/credit notes for review and approval by appropriate people PC8. update invoices/credit notes in your organization's systems in case of changes PC9. send invoices/credit notes to appropriate people for signature, where required PC10. send invoices/credit notes to customers and confirm receipt, where required PC11. reconcile invoices/credit notes against system entries on a periodic	30
6	**Receive payments and apply cash** PC1. verify the sources and amounts of payments received PC2. record payments received in your organization's systems, following your organization's policies, procedures, guidelines and client-specific SLAs PC3. identify the invoices/credit notes to which receipts relate in order to allocate payments correctly PC4. direct receipts into relevant bank accounts, following your organization's policies, procedures, guidelines and client-specific SLAs PC5. identify any issues with payments from customers and clarify these with appropriate people PC6. respond promptly to payment queries from customers referred by the accounts receivable helpdesk PC7. reconcile receipts against bank statements on a periodic basis, as required PC8. liaise effectively with banks regarding any queries about reconciliation of receipts PC9. obtain advice and guidance from appropriate people, where required PC10. comply with your organization's policies, procedures, guidelines and client- specific SLAs when receiving payments and applying cash	15
7	**Deal with queries at the accounts receivable helpdesk** PC1. greet customers and verify their details, following your organization's procedures PC2. listen carefully to customers and ask appropriate questions to understand the nature of their queries PC3. summarize and obtain confirmation from customers of your understanding of their queries PC4. express your concern for any difficulties caused and your commitment to resolving their queries PC5. record and categorize queries accurately using your organization's query management tool	20

	PC6. obtain relevant information from the accounts receivable system and communicate this information clearly to customers PC7. confirm with customers their commitment to make timely payments, where required PC8. refer queries that cannot be dealt with by reference to the accounts receivable system promptly to appropriate people PC9. provide customers with a justifiable estimate of time to respond to their queries, where an immediate response cannot be given PC10. monitor resolution of queries to keep customers informed about progress and any delays in resolving their queries PC11. obtain confirmation from customers that their queries have been resolved to their satisfaction PC12. record the resolution of queries accurately using your organization's query management tool	
8	**Manage your work to meet requirements** PC1. establish and agree your work requirements with appropriate people PC2. keep your immediate work area clean and tidy PC3. utilize your time effectively PC4. use resources correctly and efficiently PC5. treat confidential information correctly PC6. work in line with your organization's policies and procedures PC7. work within the limits of your job role PC8. obtain guidance from appropriate people, where necessary PC9. ensure your work meets the agreed requirements	5
9	**Work effectively with colleagues** PC1. Communicate with colleagues clearly, concisely and accurately PC2. Work with colleagues to integrate your work effectively with them PC3. Pass on essential information to colleagues in line with organizational requirements PC4. work in ways that show respect for colleagues PC5. carry out commitments you have made to colleagues PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons PC7. identify any problems you have working with colleagues and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with colleagues PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time	5
10	**Maintain a healthy, safe and secure working environment** PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow your organization's emergency procedures promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete any health and safety records legibly and accurately	5

11	**Provide data/information in standard formats** PC1. Establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it PC2. obtain the data/information from reliable sources PC3. check that the data/information is accurate, complete and up-to-date PC4. obtain advice or guidance from appropriate people where there are problems with the data/information PC5. carry out rule-based analysis of the data/information, if required PC6. insert the data/information into the agreed formats PC7. check the accuracy of your work, involving colleagues where required PC8. report any unresolved anomalies in the data/information to appropriate people PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time	5
12	**Develop your knowledge, skills and competence** PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence PC2. identify accurately the knowledge and skills you need for your job role PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs PC4. agree with appropriate people a plan of learning and development activities to address your learning needs PC5. undertake learning and development activities in line with your plan PC6. apply your new knowledge and skills in the workplace, under supervision PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them PC8. review your knowledge, skills and competence regularly and take appropriate action	5
	Total	**200**

Course Outcomes:

Sr. No.	CO Statement	Marks % Weightage
CO-1	Understand and learn to deal with queries at the accounts payable helpdesk and accounts receivable helpdesk	30
CO-2	Understand and learn to manage work to meet requirements	40
CO-3	Understand to work Work effectively with colleagues	30

Reference:
https://nsdcindia.org/sites/default/files/QP_SSC-Q2301_Associate-Transactional-F-n-A.pdf