



## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ("MOU") is between:

**Infosys BPO Limited**, having its registered office at Plot Nos. 26/3, 26/4 & 26/6, Electronics City, Hosur Road, Bangalore 560 100 (hereinafter referred to as "Infosys BPO")

And **Dr Babasaheb Ambedkar Marathwada University** located at University Campus, Aurangabad-431004 (hereinafter referred to as "University")

Whereas Infosys BPO is a leading business process outsourcing service provider and University is engaged in providing training and education to various students;

Whereas Infosys BPO and University have agreed to collaborate to train certain trainers and students in language and other skills required in the BPO industry;

Now therefore Parties agree to the following covenants:

### 1. Nature of Collaboration:

1.1 This MOU is for collaboration between the parties for mutual benefit for the purposes set out in Annexure 1 ("Purpose") to enhance the quality of the educational experience for students of the University.

1.2 The primary purpose of this MOU is to enhance employment opportunities for the students of all general education disciplines.

1.3 This MOU shall be valid for 3 years from the date of execution by both the parties.

1.4 Both parties shall take all reasonable steps to ensure the successful completion of the collaboration and shall cooperate with each other in performance of their respective obligations.

1.5 University and Infosys BPO Limited will work in executing various initiatives including those set out in Annexure 1 to enhance the quality of graduates.

1.6 Infosys BPO shall provide University with the agreed upon materials and the University shall use these as per Infosys BPO guidelines and policies. The University shall provide basic infrastructure. Infosys BPO shall assist University in establishing a dedicated cell with network, internet access and other facilities required for the Purpose.

1.7 Process Details on agreed projects can be mutually worked out.

### 2 Mutual Obligations:

2.1 This collaboration shall not be exclusive to both parties and shall not disallow each party from having similar collaboration with others. Except as expressly stated in this MOU, there shall be no obligation on any party to compensate the other in any manner or to make any claim.

2.2 Each party shall respect the other's intellectual property and shall only use any trade name, trade mark, symbol or designation belonging to the other in accordance with this MOU.



2.3 Nothing contained in this MOU shall be construed as resulting in the creation of a relationship of employer and employee or principal and agent between Infosys BPO and University. University/Infosys BPO (as may be applicable) is not authorized to make any representation, contract, or commitment on behalf of each other without the prior written consent of University/Infosys BPO.

#### **4. Limitation and Warranties:**

4.1 Each party shall ensure that the other is not put to any liability for any act of the respective party under this MOD.

4.2 Each party represents that they have full power and authority to enter into this MOU in general.

#### **5. General:**

5.1 The University may receive information proprietary to Infosys BPO and viceversa (the "Confidential Information") in the course of performance of their obligations under this MOU. Confidential Information is not meant to include any information which (a) is publicly available (b) is rightfully received by University from third parties without accompanying secrecy obligations; (c) is already in University possession and was lawfully received from sources other than Infosys BPO or (d) is independently developed by University. Each party understands and acknowledges that Confidential Information is valuable and confidential and agrees that it will at all times be kept in trust, to be disclosed only to such persons as have a "need to know" the same for the effective implementation of this MOU.

5.2 University understands and agrees that all written or other tangible data and documentation developed or procured by the University in performing its obligations under this MOU, whether in printed or electronic form, belongs to Infosys BPO and that the Infosys BPO will have all rights, title and interest therein and viceversa.

5.3 A party shall not use the name of the other party in any advertisement or make any public announcement without the prior written approval of the other.

5.4 The University will only have the right to accept and implement the syllabus/curriculum as per the advice of the statutory bodies of the University.

5.5 Both the parties agree that Infosys BPO is not obliged on account of this MOU to recruit any fixed number of students from the University.

5.6 Each party shall be at liberty to terminate this MOU with a written notice period of three (3) months to the other party without any compensation and seeking legal redress.

5.7 University will only act as a facilitator between Infosys BPO and colleges/students which doesn't necessarily guarantee any benefits and services arising of this MOU.

5.8 Any dispute arising under this MOD between two parties and others in this regard will be settled in Bangalore through arbitration in accordance with the Arbitration and Conciliation Act, 1996. This MOU shall be governed by the laws of India.

5.9 Any changes in implementation procedures which are not as per the present MOU, will be discussed and will be incorporated in writing by the parties.

5.10 The Registrar of the University and the Chief Executive Officer of Infosys BPO, will sign on behalf of respective parties.

In written whereof, both parties put their hard seal on the day, month and year herein mentioned.

Dr. Babasaheb Ambedkar University

By: *V. M. Pandharipande*

Name: Dr. V. M. Pandharipande

Title: Vice-Chancellor

Date: April 18, 2012

Infosys BPO Limited

By: *K. Raghavendra K.*

Name: Mr. Raghavendra K.

Title: VP & Head HR, Infosys B.P.O Ltd.

Date: April 18, 2012

*V. M. Pandharipande*

**Registrar**  
Dr. Babasaheb Ambedkar  
Marathwada University,  
Aurangabad.





## **Annexure 1**

### **Purpose/Scope of the Collaboration:**

#### **Student/Education:**

Promote academia-industry interaction

Create awareness of the ITES/BPO industry. Increase employability for the students by providing communication and analytical skills;

#### **Faculty:**

Faculty Enablement Programs with Infosys BPO Interaction with subject matter experts

Industry exposure

#### **University and Industry:**

Alignment of industry requirements with the University curriculum, as per the clause mentioned in 5.4. so as to ensure that more number of students would be eligible for industry employments at the time of their graduation.

Providing the guidance on usage of technology to enhance education system and administration.

<b>Subject Title</b>	: English Language Skill Enhancement
<b>Course Objective</b>	: The objective of Language Enhancement Course is to make the students aware of the importance of Grammar & Vocabulary in written and spoken communication which will lead to enhance inter-personal and social interaction.
<b>Pre Requisite</b>	: Students with basic knowledge of English language and communication skills
<b>Unit – I</b>	: <b>Tools of English:</b> English – spoken vs. written communication <b>Basic Grammar:</b> Part of speech – Nouns, Pronoun, Adjectives, Adverbs, Prepositions, Conjunctions, Verbs, Determinants
<b>Unit – II</b>	: <b>Reading Comprehension:</b> Types of reading, reading cues, Barriers to Comprehension, Reading Comprehension exercises.
<b>Unit – III</b>	: <b>Skills enhancement:</b> Listening Skills – to built repot with collogue, bosses and clients, to show support, understand the assignments, to understand your responsibilities better, resolve problems and answer questions, understand the hidden meaning what people say.  Presentation Skill – What are presentation? , Components of good presentation, Group dynamics, speeches
<b>Unit – IV</b>	: <b>Message Clarity:</b> Written, Telephonic, Business Writing, Essay Writing, Punctuations, choice of words, Email writing.
<b>Unit – V</b>	: <b>Cross Cultural Awareness:</b> Cultural Shock, Cross cultural Communications, Cross cultural negotiations, study of different cultural: UK, USA, Chinese, French, Japanese, Cross cultural Leadership
<b>References</b>	: 1. Ded.com 2. Online writing laboratory - <a href="http://www.owl.english.purdue.edu">www.owl.english.purdue.edu</a> 3. Practical English grammer - <a href="http://www.4shared.com">www.4shared.com</a>

Important:

1. It is important to maintain information about the student
2. The duration for the course may be decided by the trainer.
3. This course should be provided by the teacher trained through Infosys “Train The Teacher” Program.
4. It is expected that Communication skill and Analytical skill course will be provided the student in parallel.
5. For convenience teacher can form batch of student.
6. This will be an value addition course for the student and will be engaged separately

<b>Subject Title</b>	: <b>Analytical Skills Enhancement</b>
<b>Course Objective</b>	: The objective of this course is to understand and develop <b>Analytical skill</b> which is the ability to visualize, articulate, and solve both complex and uncomplicated problems and concepts and make decisions that are sensible based on available information. Such skills include demonstration of the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.
<b>Pre Requisite</b>	: Fundamentals of Mathematics and English
<b>Unit – I</b>	: <b>Basic Numeracy 1:</b> Number System, Fractions, Indices and Surds, Square Root and Cube Root, Simplification, HCF and LCM, Orders of Magnitude, Average, Percentage, Profit and Loss, Ratio and Proportion, Partnership  <b>Basic Numeracy 2:</b> Time and Work, Time and Distance, Simple Interest, Compound Interest, Area of Plane Figures, Volume and Surface Area, Clocks and Calendar, Probability and Combinatorics, Set Theory and Venn Diagram
<b>Unit – II</b>	: <b>Data Interpretation and Decision Making:</b> Interpersonal Skills, Logical Reasoning and analytical ability, Decision Making and Problem Solving, General Mental ability, Data Interpretation and Data Sufficiency, Blood Relations, Inserting the Missing Character, Situation Reaction Tests, Assertion and Reason, Deriving Conclusion, Sitting Arrangement.
<b>Unit – III</b>	: <b>Presentation Skills:</b> Content of this unit will be delivered using set of activity. The activity includes presentation skills, interpersonal communication skills, interview skills, group discussion, group activity, mock interview etc.
<b>Text Books</b>	: 1. “Analytical & Logical Reasoning for CAT”, By BS Sijwali Publisher: Arihant Publications (2012) 2. “Analytical & Logical Reasoning”, By BS Sijwali/Ajay Singh Publisher: Arihant Publications (2012) 3. “Quantitative Aptitude For Competitive Examinations”, By R. S. Aggarwal Publisher: S.Chand Publishing (2012) 4. “A Modern Approach to Verbal and Non Verbal Reasoning”, By R. S. Aggarwal Publisher: S.Chand Publishing (2012)

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