

## **F&Q OF RNW STAFF**

### **FACULTY**

#### **Q.1) How many demo provide in your course?**

**A.** For long term (job oriented) 5 days

For short term 3 days

On fast track mode as per situation

#### **Q.2) What action behind demo student absent?**

**A.** Take follow up why he/she not present & maintain on demo schedule in software.

#### **Q.3) In your course after how many demo supposed to inform for admission?**

**A.** For long term (job oriented) on 5<sup>th</sup> day

For short term on 3<sup>rd</sup> day

#### **Q.4) Documents require for admission?**

**A.** For institutional courses:

- Copy of aadharcard
- Copy of last qualification mark sheet (10<sup>th</sup>,12<sup>th</sup> & College Sem any One)
- 2 Passport photograph (latest)

For University courses:

- 8 Photos (Latest)
- 10<sup>th</sup> marksheet (original & Xerox 2)
- 12<sup>th</sup> marksheet (original & Xerox 2)
- LC (Original & Xerox 2)

- TC (Original & Xerox 2)
- Light bill (Xerox 2)
- Aadharcard (Xerox 2)
- Graduation marksheet only if you have

**Q.5) in your course how much fees require for admission?**

**A.** In long term 10000/-

In short term half of total fees

If total fees less than 8000 then total amount

**Q.6) Rules & Regulations for students**

**A.**

- ID Card
- Regarding maintain chair & laptop
- Regularity in time
- Mobile phone use
- Regularity in fees pay
- Regularity in project submission
- Behavior (like sitting, silence, respective tone with faculty & student)

**Q.7) from which of the websites can be reviewed by the student?**

**A.**

- Google+
- Facebook
- Just dial
- Sulekha
- Video reviews

**Q.8) if student go for one month leave then what's the procedure?**

**A.** Tell her/him to give course hold application and explain procedure for it.

**Q.9) Establishment of RNW?**

**A.** Since 10<sup>th</sup> May 2008

**Q.10) which are the affiliations of RnW?**

**A.**

- Authorized testing & training center of ADOBE & MICROSOFT
- NIELIT through registration
- ISO 9001-2015 Registered
- Admission & Study center of AISECT Group of Uni.  
Rabindranath Tagore University  
Dr. C.V. Raman University  
AISECT University
- Admission & Study center of SWARNIM University
- Approvement of NSDC(National skill development corporation)

**Q.11) Our job oriented courses**

**A.**

1. Web Designing & Developing
2. Android
3. IOS
4. V. Editing
5. A. Graphics
6. Jeweler Design
7. 2D/3D Animation
8. Diploma & B.sc in Interior
9. Diploma & B.sc in Fashion

# **SOFTWARE**

## **Q.12) Show today demo list**

**A.** Enquiry – Schedule visit – Filter today date

## **Q.13) Show running demo list**

**A.** Enquiry – Schedule visit – Action – Completed demo

## **Q.14) Process after complete Course**

**A.** Assign complete batch to all software – Mark course as complete – Mark admission as a complete – Submit Signing Sheet – Feedback & Certification

## **Q.15) Show your running batch**

**A.** Go to Batch list – Filter by your batch name – Action – Student list

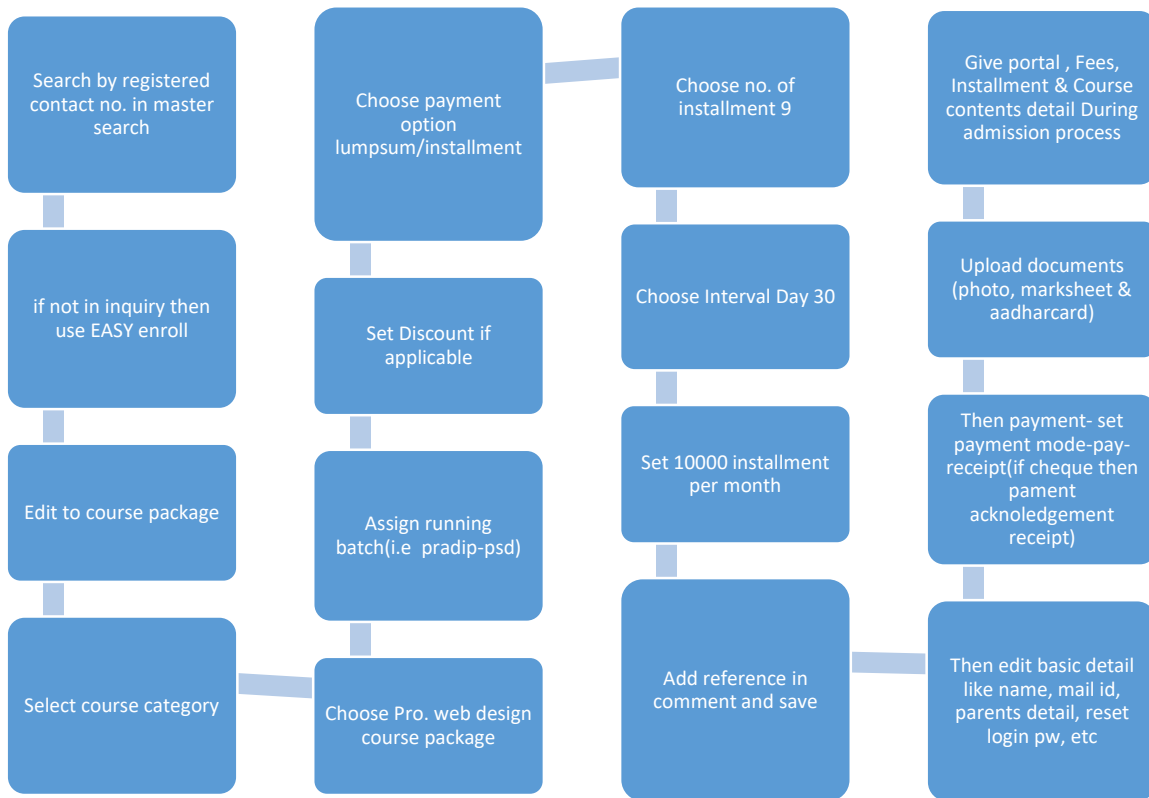
## **Q.16) Process for any one software complete among multiple software registration**

**A.** Assign complete batch to completed software – Mark course as complete – Assign upcoming faculty to next software on batch

# ADMISSION

## Q.1) Describe process of Pro. Web

A.



## Q.2) i.e in installment of 10000/- student only pay 2000 then what due date for remain amount?

A. Give maximum 5 days or 1 week for complete them.

### Q.3) How to set package installment

A.

FOR WEB+COLLEGE			
INST.NO	BCA		5+5=10
1	Jul-18	10000	W+B
2	Aug-18	10000	W+B
3	Sep-18	10000	W+B
4	Oct-18	10000	WEB
5	Jan-19	10000	W+B
6	Feb-19	10000	W+B
7	Mar-19	10000	W+B
8	Apr-19	10000	WEB
9	Jul-19	10000	W+B
10	Aug-19	10000	W+B
11	Sep-19	10000	W+B
12	Jan-20	10000	W+B
13	Feb-20	10000	W+B
14	Mar-20	10000	W+B
15	Jul-20	10000	BCA
16	Aug-20	10000	W+B
17	Jan-21	15000	BCA
		175000	

### Q.4) Ways of admission

A.

- 1) Direct through inquiry
- 2) Through easy enroll
- 3) Through Quick enroll

## **Q.5) Procedure of all application**

**A.**

### **Employment application**

Collect form from admission dept. – fill form – submit to admission dept. – give it to faculty(pradip sir) – faculty use only detail fill up by faculty – give job detail to student – submit to admin dept.

### **Admission Cancellation application**

Collect form from admission dept. – fill up & parents sign – submit to admin dept.(for authorized sign) – then give it to admission office – complete task and mark it

### **Branch transfer application**

Collect form from admission dept. – fill up – Faculty & Authorized sign - submit to head branch(a k road) – complete task

### **Course transfer/upgrade application**

Collect form from admission dept. – fill up – submit to admin section for authorized sign – submit to admission dept. – complete task

### **Original document application**

Collect form from admission dept. – fill up – authorized sign – submit to admission department – complete task – call after given time

### **Course hold application**

Collect form from admission dept. – fill up – faculty sign – Authorized sign – submit to admission dept. – complete task

# **COUNSELLOR**

## **Q.1) Starting of inquiry**

**A.** First of all ask them for name, reference, location & interest

## **Q.2) Which questions are mandatory at time of inquiry?**

**A.** Name

Contact no

Course

Area

Reference

Background etc.....

## **Q.3) If interested for long time course them which are can suggest?**

**A.** Web design & developing

Android

IOS

V. editing

A. graphics

Diploma & B.sc In interior

Diploma & B.sc in Fashion design

## **Q.4) Required detail for add inquiry in software**

**A.** Contact no.

Name

Course

Area

Source



**Q.5) How to set next follow up in inquiry?**

**A.** Select interest of student – Student response – Follow up action – Follow up mode – Next follow up date (if will inform then after 2 days or if for demo set Last demo date) – next follow up time – comment (if for demo then write full detail like demo course, time, date)

**Q.6) Minimum how much time give for decision to inquiry person?**

**A.** Minimum 2 or 3 days

**Q.7) How to set demo Schedule?**

**A.** View Enquiry – Schedule new – Set date – time – Status – Faculty name – Comment (with course, Date, time)

**Q.8) Action behind absent demo student**

**A.** Take follow up by call and set in schedule

**Q.9) How to write comment in inquiry?**

**A.** if for demo then write full detail like demo course, time, date

And if for inform then define after how many days

**Q.10) How to write comment in demo schedule?**

**A.** write full detail like demo course, time, date

**Q.11) How to close and cancel demo? And in which condition?**

**A.** Schedule visit – action – edit – change status – write detail in comment ( if admission done then GR ID). If student take admission then set status as Close and if not then cancel

**Q.12) For show inquiry pending follow ups**

**A.** Inquiry – pending follow up – filter by date

**Q.13) What should be keep in focus during take follow ups?**

**A.** Inquiry source – past follow ups – if taken demo then demo status

**Q.14) For show overdue follow ups**

**A.** Inquiry – overdue follow up

**Q.15) Procedure for inquiry transfer**

**A.** Enquiry – filter – select inquiry – assign branch – assign user – inform to next branch

**Q.16) How to discard inquiry & when ?**

**A.** Enquiry – View – Discard – select appropriate response – reason  
(Only when student not interested)

**Q.17) How to restore inquiry?**

**A.** Enquiry – cancelled inquiry list – filter inquiry – restore – set next follow up

**Q.18) Sources of lead**

**A.** JUSTDIAL  
SULEKHA  
YET 5  
WEBSITE  
TELEPHONIC

**Q.19) Which detail require to ask on phone?**

**A.** Name

Location

Reference

Next follow ups

**Q.20) If not interested then how to discard lead?**

**A.** Select lead – trash - reason