



## Process to become an Effective TRAINER

1. Calling Applications (1<sup>st</sup> June to 31<sup>st</sup> July 2011)
2. You can Upload Your CV and Completed Application Online  
Visit: [www.passasia.com/index.php/customer-care-excellence/downloads](http://www.passasia.com/index.php/customer-care-excellence/downloads)
3. Preliminary Challenge Training Presentation in each Province (August – September 2011)
4. Announce the List of First Round selected e-Trainers (**150** on 5<sup>th</sup> September 2011)
5. Offer FREE e-Trainer ToT for the Selected (October 2011)
6. Smart Challenge Training Presentation in Colombo (October 2011)
7. Announce Second Round e-Trainer Winners (**50** on 5<sup>th</sup> November 2011)
8. Offer FREE e-Trainer ToT (02) for the Winners
9. Professional Challenge Training Presentation in Colombo (November 2011)
10. Announce selected e-Trainers Winners (**10** on December 13<sup>th</sup> 2011)
11. Offer FREE e-Trainer ToT to the Final Winners (December 2011)
12. Professional e-Trainer Certification (December 2011)
13. Link with the National Professional Associations (December 2011)
14. International Accreditation (February 2012)
15. Commencement of e-Trainer Internship (January 2012)
16. Provide Consulting Opportunities as a Professional e-Trainer (March 2012)

**“Act and Win – You have the POTENTIAL”**