**CAREER VISIONARY COMMITMENTS**

FOR EFFECTIVENESS AND FULFILMENT

**Intention of the Level 2 Calls**

* To make a real difference in the careers of those whose lives you touch through calls (irrespective of whether they enrol)

**Objectives of the Commitments**

Your agreement to the commitments below is necessary for fulfilling the intention of the Level 2 calls. The commitments below have been created to bring workability to the above intention and the objectives below:

* For you to generate satisfaction through your ability to make a difference
* For you to maximise effectiveness on counselling / consultation calls
* To uphold the commitment of the enterprise towards outsiders
* To enable you to generate sufficient income in the time you spend
* To bring in workability to the intention and the objectives above.

**Your Commitments**

* We expect you to make 120 – 150 complete calls per month.
* Best times to call are 5 – 8 pm. Calls will be scheduled by Level 1 callers. You will be allotted 6 complete calls per day. The goal above can be achieved by making 6 complete calls for 20 to 25 days per month. Calls which you are rescheduling are not included in this.
* People who don’t pick up or refuse to have a conversation will not be included in the complete calls.
* You are advised not to reschedule calls at your initiative as it is not extraordinary customer service and impacts our commitment to students.
* In case of unavailability, please inform us 48 hours in advance if you are not available on any day. We understand that you will make up for any shortfall in calls owing to this by making sufficient additional calls on other days.
* You will be imparted training to maintain and improve effectiveness continuously and consistently, such that the intention of the calls is fulfilled through you. You are required to be available and present in person for trainings.
* Training schedule will be intimated to you in advance. Your participation in person is important and it makes a difference.
* Any trainings or practice calls or time spent while observing mock calls is not included in this process.
* All calls have to be made from our premises every day. There will be appropriate clearing and completion calls and debriefs. The intention is to maximize your productivity and effectiveness to fulfil the intended objective of the call.
* You are responsible for maintaining accurate data about the calling process, such that your effectiveness over the calls can be accurately measured. You will have access to appropriate technological tools.
* The basic amount and incentive compensation structure will be shared with you.
* Workability of the structure is completely dependent on the basis of the above agreements.