SHRI VISHWAKARMA SKILL UNIVERSITY

(Enacted by the Act 25 of 2016, State of Haryana)

DUDHOLA, PALWAL

B.Voc. Management (BPM & Analytics) NSQF Level 7
Batch 2020-23

Details: Scheme of the Programme

Semester 1: 30 Credits (12+18)

Semester 2: 30 Credits (12+18)

Semester 3: 30 Credits (06+24)

Semester 4: 30 Credits (12+18)

Semester 5: 30 Credits (06+24)

Semester 6: 30 Credits (12+18)

Details of B.Voc. (BPM & Analytics) Programme
Semester-I

Code	Subject	Credits T	P	To	Hours T	P	To	Theory (Marks) I	E	To	Practical (Marks) I	E	To	Total	NOS
ENG501	Communication Skill-I	2		2	30		30	15	35	50				50	SSC/N3021
ENG501P	Communication Skill-I		4	4		120	120				35	15	50	50	SSC/N3021
MHR501	Process in BPM - I	2		2	30		30	15	35	50				50	SSC/N3020
MHR501P	Process in BPM - I		4	4		120	120				35	15	50	50	SSC/N3020
CSE501	Basics of Computers	2		2	30		30	15	35	50				50	MEP/N0202 SSC/N3022
CSE501P	Basics of Computers	0	4	4		120	120				35	15	50	50	MEP/N0202 SSC/N3022
	SEC Total	6	12	18	90	360	450	45	105	150	105	45	150	300	
MGM501	Fundamentals of Management & Organisational Behaviour	3	1	4	45	30	75	30	70	100				100	SSC/N2503 SSC/N9001
MGM502	Industrial Ethics & CSR	2	2	4	30	60	90	30	70	100				100	SSC/N9003
AEC501	IT/ITeS (Workbook)	1	3	4	15	90	105	30	70	100				100	
	GEC Total	6	6	12	90	180	270	90	210	300				300	
	Total	12	18	30	180	540	720	135	315	450	105	45	150	600	

Basic of Computers   : MEP/N0202- Application of Computers

                    : SSC/N3022 - Undertake data entry services

Communication Skill-I   : SSC/N3021 - Deal remotely with customer queries – Domestic

Process in BPM -I   : SSC/N3020 - Make outbound calls to customers

Fundamentals of Management & Organisational Behaviour   : SSC/N9001 - Manage your work to meet requirements

                    : SSC/N2503 - Provide administrative support to learning processes

Job Role (Level 4): Domestic Data Entry Operator (SSC/Q2212)

Domestic Data Entry Operator in the IT-ITeS Industry is also known as Data Entry Operator

Brief Job Description: Individuals are responsible to provide daily work reports and work on daily hour bases. The individual is responsible for electronic entry of data from the client side to the office site or vice-versa. Individual tasks vary depending on the size and structure of the organization.

Semester-II

Course	Subject	Credits T	P	To	Hours T	P	To	Theory (Marks) I	E	To	Practical (Marks) I	E	To	Total	NOS
MHR502	Process in BPM –II	1	0	1	15	0	15	15	35	50				50	SSC/N3003 SSC/N9005
MHR502P	Process in BPM –II	0	2	2	0	60	60				35	15	50	50	
CSE502	Spread Sheets Modelling	1	0	1	15	0	15	15	35	50				50	SSC/N9004
CSE502P	Spread Sheets Modelling	0	2	2	0	60	60				35	15	50	50	SSC/N9004
MMP 501	NSQF On Job Training	0	12	12	0	540	540	0	0	0	245	105	350	350	
	SEC Total	2	15	18	30	660	690	30	70	100	315	135	450	550	
MHR601	People Management	3	0	3	45	0	45	30	70	100				100	SSC/N9002
MMK501	Customer Relationship Management	3	0	3	45	0	45	30	70	100				100	RAS/N0207
ENG502	Soft Skill	2		2	20		30	15	35	50				50	-
ENG502P	Soft Skill		2	2		60	60				35	15	50	50	
OMS501	Entrepreneurship	2	0	2	30	0	30	30	70	100				100	-
	GEC Total	10	2	12	150	60	210	105	245	350	35	15	50	400	
	Total	12	18	30	180	720	900	135	315	450	350	150	500	950	

Process in BPM –II	: SSC/N3003 - Deal remotely with customer queries 108
	: SSC/N9005 - Develop your knowledge, skills and competence
Spread Sheet	: SSC/N9004 - Provide data/information in standard formats
People Management	: SSC/N9002 - Work effectively with colleagues
Customer Relationship Management	: RAS/N0207- Manage customer needs effectively through need identification and strong customer relationship

Job Role (Level 5): Associate Customer Care (Non-Voice); CRM Domestics Voice (SSC/Q2201; SSC/Q2210)

Associate - Customer Care (Non-Voice) in the IT-ITeS Industry is also known as a Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Support Engineer, Support Consultant, Process Associate-Transaction, etc.

Brief Job Description: Individuals at this job are responsible for resolving queries and customer cases over web-chat or email. They form the primary layer of contact with the customer and responses may be made on either pre-existing email templates or customized mails to the query requirement.

CRM Domestic Voice in the IT-ITeS Industry is also known as a Customer Service Associate, Customer Service Representative, Customer Care Executive, Customer Service Advisor, Helpdesk Coordinator, Customer Support Representative, Process Associate-Voice.

Brief Job Description: Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine with the assistance of a computerised system. They answer inquiries, resolve problems, record complaints and/or receive feedback.

Semester-III

Code	Course	Credits			Hours			Theory (Marks)			Practical (Marks)			Total	NOS
		T	P	To	T	P	To	I	E	To	I	E	To		
MMP 601	NSQF On Job Training	0	24	24		1080	1080				245	105	350	350	
	SEC Total	**0**	**24**	**24**	**30**	**1080**	**1080**				**245**	**105**	**350**	**350**	
MGM603	E-Commerce	2		2	30	0	30	30	70	100				100	
MGM703	Supply Chain Management	2		2	30	0	30	30	70	100				100	
AEC603	Com-Viva	0	2	2	0	0	0				50	50	100	100	
	GEC Total	**4**	**2**	**6**	**60**	**120**	**180**	**140**	**60**	**200**	**50**	**50**	**100**	**300**	
	Total	**4**	**26**	**30**	**90**	**1200**	**1290**	**140**	**60**	**200**	**295**	**155**	**450**	**650**	

| Supply Chain Management | : SSC/N3101- Maintain master data records for supply chain management |
| | : SSC/N3103- Provide analytical support for supply chain management |

Semester-IV

Code	Course Name	Credits			Hours			Theory (Marks)			Practical (Marks)			Total	NOS
		T	P/Tu	To	T	P	To	I	E	To	I	E	To		
CSE603	Social Networking & Digital Marketing	3	1(Tu)	4	45	30	75	30	70	100				100	ASC/N0501 ASC/N0502
MGM601	Business Statistics	3	1(Tu)	4	45	30	75	30	70	100				100	SSC/N2101 SSC/N0703
ENG601	Communication Skills-II	2		2	30		30	15	35	50				100	SSC/N3021
ENG601P	Communication Skills-II		2	2		60	60				35	15	50		
CSE602	DBMS	2		2	30		30	15	35	50				100	SSC/N9004
CSE602P	DBMS		2	2		60	60				35	15	50		
AEC603	Viva-Voce	0	2	0	0	0	0	0	0	0	50	50	100	100	
	SEC Total	**10**	**8**	**18**	**150**	**180**	**330**	**90**	**210**	**300**	**120**	**80**	**200**	**500**	
CSE604	Business Intelligence & Logical Analytics	1	2(Tu)	3	15	60	75	30	70	100				100	
MHR602	Cross Culture Management	2	2(Tu)	4	30	60	90	30	70	100				100	
MFM602	Accounting & Finance for BPS	1	2(Tu)	3	15	60	75	30	70	100				100	BSC/Q1001 RAS/N0210
OAE-101	Human Values & Professional Ethics	2	0	2	30	0	30	30	70	100					
	GEC Total	**6**	**6**	**12**	**90**	**180**	**270**	**120**	**280**	**400**				**400**	
	Total	**16**	**14**	**30**	**220**	**360**	**600**	**210**	**490**	**700**	**120**	**80**	**200**	**800**	

Social Networking & Digital Marketing	: ASC/N0501 - Design the digital and social media strategy
	: ASC/N0502 - Implement the digital and social media strategy
Business Statistics	: SSC/N2101 - Carry out rule-based statistical analysis
	: SSC/N0703 - Create documents for knowledge sharing
Accounting & Finance for BPS	: BSC/Q1001 - Accounts Executive – Recording & Reporting
	: RAS/N0210- Effectively manage finances to accomplish business objectives

Communication Skills –II				: SSC/N3021 - Deal remotely with customer queries									
DBMS				: SSC/N9004 - Provide data/information in standard formats									
Human Values & Professional Ethics				: SSC/N9003 - Maintain a healthy, safe and secure working environment									

Job Role: E-mail Processing Associate; Transaction Processing Associate (Q P Level Need to be developed)

Semester-V

Code	Course Name	Credit			Hours			Theory			Iractical			Total	NOS
		T	P	To	T	P	To	I	E	To	I	E	To		
MMP 701	NSQF On Job Training	0	24	24		1080	1080				245	105	350	350	
	SEC Total	**0**	**24**	**24**	**30**	**1080**	**1080**				**245**	**105**	**350**	**350**	
AEC703	Consumer Affairs	2	0	2	0	60	60	30	70	100				100	-
MHR701	Career Preparation & Talent Management	2	0	2	0	60	60	30	70	100				100	RAS/N0216
AEC704	Com-Viva	0	2	2	0	0	0				50	50	100	100	
	GEC Total	**4**	**2**	**6**	**0**	**120**	**120**	**60**	**140**	**200**	**50**	**50**	**100**	**300**	
	Total	**4**	**26**	**30**	**0**	**1200**	**1200**	**60**	**140**	**200**	**295**	**155**	**450**	**650**	

Semester-VI

Code		Credits			Hours			Theory (Marks)			Practical (Marks)			Total	NOS
		T	P	To	T	P	To	I	E	To	I	E	To		
MGM702	Project Management	3	1(Tu)	4	60	30	90	30	70	100				100	SSC/N0928
AEC705	Project (Presentation + Viva)		6	6		150	150				100	100	200	200	-
MGM701	Research Methodology	3	1(Tu)	4	30	60	90	30	70	100				100	SSC/N9004
CSE701	Management Information System	3	1(Tu)	4	30	60	90	30	70	100				100	SSC/N9004
	SEC Total	**9**	**9**	**18**	**120**	**180**	**360**	**90**	**210**	**300**	**100**	**100**	**200**	**500**	
MGM602	Introduction to Operations Research	3	1(Tu)	4	45	30	75	30	70	100				100	
MBF702	Banking & Insurance for Business Process Services	2	1(Tu)	3	30	30	60	30	70	100				100	SSC/N2101 SSC/N3103
ENG701	Foreign Language	2	1(Tu)	3	30	60	90	30	70	100				100	-
OAE-102	Environmental Studies	2	0	2	30	0	30	30	70	100				100	
	GEC Total	**9**	**3**	**12**	**135**	**120**	**255**	**120**	**280**	**400**				**400**	
	Total	**18**	**12**	**30**	**255**	**300**	**615**	**210**	**490**	**700**	**100**	**100**	**200**	**900**	

Insurance for Business Process Management	: SSC/N2405- Process health insurance claims	
	: SSC/N2409 - Coordinate health insurance claims on behalf of health care providers	
Management Information System	: SSC/N9004- Data and Information Management	
Project Management	: SSC/N0928- Manage a project team	
Research Methodology	: SSC/N9004 - Provide data/information in standard formats	
	: SSC/N2101 - Carry out rule-based statistical analysis	
Introduction to Operations Research	: RAS/N0216 Manage business operations effectively	
Environmental Studies	: SSC/N9003 - Maintain a healthy, safe and secure working environment	

Job Role (Level 7): Associate Clinical Data Management; Associate Analytics; WFM Associate, Associate BPO Operations (SSC/Q2401; SSC/Q2101)

Associate - Clinical Data Management in the IT-ITeS Industry is also known as Associate-Pharma

Brief Job Description: Individuals in this job are required to organise and maintain information related to medical research and records, and perform data coding of records. He/she need to ensure completeness, correctness and quality of the data generated during clinical trials with high accuracy.

Associate – Analytics (Level 7) in the IT-ITeS Industry is also known as a Business Analytics Associate

Brief Job Description: Individuals at this job are responsible for tracking business metrics and generating dashboards for the consumption of business managers.

Individuals need to develop research protocols, analytical frameworks and crack tough business problems across verticals. Individuals also need to explore data to find new patterns and relationships by applying quantitative techniques, and build statistical models.

Core Courses: The course that is compulsory be studied by the candidate as a core requirement istermed as the core course

- Fundamentals of Management & OB
- Communication Skill -I
- Process in BPM –I
- Process in BPM-II

- Communication Skill –II
- DBMS
- Business Statistics
- Research Methodology
- Project Management
- Management Information System

Electives: Generally, a course which can be chosen from the pool of course and which may very specific or specialized or advanced or supportive to the discipline/subject of the study or which provides the extended scope or which enable the exposure to other disciplines. It is kept specifically for the cross selling of the students across industries. It helps is easy vertical and horizontal mobility **Generic/Discipline Elective**

- Basics of Computer
- E-Commerce
- People Management
- Introduction to Operations Research
- Business Intelligence & Logical Analytics
- Banking & insurance for Business Process Services
- Supply Chain Management
- Accounting & Finance for BPS

Value Enhancement Course: The value enhancement courses are based upon the content that leads to knowledge enhancement, values enhancement and soft skill development.

- Industrial Ethics
- Environmental Science
- Entrepreneurship Development
- Foreign Language
- Consumer Affairs
- Value Education
- Soft Skills
- Career Preparation & Talent Management
- Statistical Software
- Yoga/Music/Arts

SYLLABUS FOR BPM AND ANALYTICS

SEMESTER I

Course Title - Communication Skill –I

Course Credit: 02(2-0-0)

Course No. ENG501   *Max. Marks: 50(15I+35E)*

Objectives: To develop effective communication skills among the students for the business world

Unit	Contents	Learning Outcomes
I	**Business Communication:** Effective Communication, Consonant Sounds, Vowel Sounds, Syllables & SyllabicStress, practice exercise	• Effectively use established communication systems and protocols in the workplace • Able to differentiate in the vowels and consonants that can help the students to pronounce words better and be able to learn phonetics.
II	**Speech Correction:** MTI reduction, bag of words practice, intonation & modulation for free speech as wellas for reading, Lab	• Learn the correct pronunciation of the words helping in the reduction of Mother Tongue Influence. • Able to communicate effectively and will have improved verbal communication.
III	**Grammar:** Parts of Speech, Articles, Subject Verb Agreement, Tenses, Prepositions, Question Right, practice exercise	• Learn to frame the sentences properly with the correct formation. This will improve the written skills of the students.
IV	**Vocabulary:** Correct Word usage- Homonyms, Antonyms and Synonyms, practice exercises; Paragraph & Translation: Précis, Translation (from Vernacular to English and English to Vernacular)	• Able to write paragraphs on different topics with the correct usage of vocabulary and will improve the written as well as verbal communication.
V	Creative Writing; Email Etiquette; Punctuation; Reading comprehension	• Learn the correct usage of the punctuation marks, will draft formal & informal emails and will comprehend the articles.

Course Title - Communication Skill –I

Course Credit: 04(0-0-4)

Course No. ENG501P   *Max. Marks: 50 (35I+15E)*

Objectives: To develop effective communication skills among the students for the business world

Learning Outcome

- Identify the sound of phonetics and practice the same along with the software. (Practical)
- Will communicate with customers and the people in organization while working on speech correction. (Practical)
- Able to use parts of speech, Articles, Tenses and prepositions. (Practical)
- Will make use of Antonyms & Synonyms wherever required. (Practical)
- Provide the reports using appropriate Writing Skills. (Practical)

Practical

- Identify the sound of phonetics and practice the same along with the software
- Pronunciation of each word with the correct syllable
- Learning Parts of Speech, Tenses, Articles and Prepositions
- Correct usage of the Homonyms
- Writing E-mails and paragraphs
- Reading and Comprehending paragraphs

Books Recommended

Text Books

1. SIZZLERS Board of Editors Publishers: Manimekala Publishing House 39, Norh Chitrai Street, Madurai-625001
2. Essentials of Business Communication - Rajendra Pal and J. S. Korlhalli - Sultan Chand & Sons, New Delhi.

Reference Books

3. Business Communication (Principles, Methods and Techniques) Nirmal Singh - Deep & Deep Publications Pvt. Ltd., New Delhi.
4. Business Communication - Dr. S.V. Kadvekar, Prin. Dr. C. N. Rawal and Prof. Ravindra Kothavade - Diamond Publications, Pune.
5. Business Correspondence and Report Writing - R. C. Sharma, Krishna Mohan – Tata McGraw-Hill Publishing Company Limited, New Delhi.
6. Modern Business Correspondence - L. Gartside - The English Language Book Society and Macdonald and Evans Ltd.
7. Business Communication - M. Balasubrahmanyan - Vani Educational Books.
8. Creating a Successful CV - Siman Howard - Dorling Kindersley.
9. Business Communication - K. K. Sinha - Galgotia Publishing Company, New Delhi.
10. Media and Communication Management - C. S. Rayudu - Himalaya Publishing House, Bombay.
11. Communicate to Win - Richard Denny - Kogan Page India Private Limited, New Delhi.

Web Links

http://learnenglish.britishcouncil.org/en

https://www.duolingo.com/

http://www.bbc.co.uk/learningenglish

https://www.slideshare.net/FurrukhAliBaig/importance-of-communication-in-business

Course Title - Process in BPM-I

Course Credit: 02(2-0-0)

Course No. MHR501   *Max. Marks: 50(15I+35E)*

Objective

- To develop an understanding about BPO Industry, control and management and the process at BPO industry.

Unit	Contents	Learning Outcomes
I	**Overview of Business Process Outsourcing** - Basics Benefits of BPO, Growth Drivers, BPO Models and Types of Vendors, Offshore BPO - Evolution Destinations – Challenges of Off shoring – BPO Companies in India	• Learn the basics of various business processes, challenges and resolution of the customer queries. • Learn the career opportunities and growth in the BPO industry.
II	**BPO Industry:** BPO Industry, Employment Opportunities, Employee Structure, Skill Set Required, Compensation Levels - Contact Centre BPO, Types of Call Centres – Technology - Components and working of a Call center - Issues and Problems.	• Understand the challenges and working of BPM sector and will learn about various cultures in BPO industry. • Able to make Mock calls with customer queries and handling of different type of customers.
III	**Control & Management:** Personal Grooming, Corporate Etiquette, Principles of Team work, Dos and don'ts while working in a team, Learning to keep emotions under control (Human Psychology, study of Perceptual Images) Time Management, Conflict Management, Stress Tolerance.	• Learn the time management, coping up with different time zones and will be able to deal with customer's queries.

IV	**Life in BPO:** Understand concept of working across time, Keeping health while working in shifts Managing time; Managing clients, customers & target	• Identify clients and their needs through effective communication and use this information to develop effective work practices and outcomes
V	**Culture-** Tools to Understand Culture, Brief on American & UK Culture to bring about differences	• Will be able to demonstrate the culture of BPO industry.

Books Recommended Text
Book

- **Fundamentals of Business Process Management** (2013). Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo Reijers. Springer-Verlag Berlin Heidelberg http://www.springer.com/us/book/9783642331428

Reference Books

- **Concentrix Material**
- BPMN Method and Style, Second Edition, with BPMN Implementer's Guide. Bruce Silver
- Improving Business Processes (Pocket Mentor). Harvard Business Review
- The Process: Business Process Modeling using BPMN. Alexander Grosskopf, Gero Decker, Mathias Weske

Web Links

- http://www.what-is-bpm.com/videos/bpm-videos-and-tutorials.html
- https://www.youtube.com/watch?v=2ZkavRvY32U

Course Title - Process in BPM-I

Course Credit: 04(0-0-4)

Course No. MHR501P   *Max. Marks: 50(35I+15E)*

Objective

- To develop an understanding about BPO Industry, control and management and the process at BPO industry.

Learning Outcome

- Learn the basics of various business processes, challenges and resolution of the customer queries.
- Learn the career opportunities and growth in the BPO industry.
- Understand the challenges and working of BPM sector and will learn about various cultures in BPO industry.
- Learn the time management, coping up with different time zones and will be able to deal with customer's queries.

Practical

- BPO Models
- BPO Companies in India
- Types of Call Centres
- Personal Grooming
- Corporate Etiquette
- Team work
- Stress Tolerance
- Time Management
- Conflict Management
- Tools to Understand Culture

Course Title - Basics of Computers

Course Credit: 02 (2-0-0)

Course No. CSE501   *Max. Marks: 50 (15I+35E)*

Objective

The syllabus introduces students to basic information and communication technology and proper paradigms that need to be implemented to develop any kind of computer applications. The course will help in developing the basic technical skills by hands on experience.

Unit	Contents	Learning Outcomes
I	**Introduction to Computer System:** Basic Applications of Computer; Computer Memory, Concepts of Hardware and Software, Data and Information; Applications of IECT; Computer Virus: Definition, Types of viruses, Characteristics of viruses, Anti-virus software, Introduction to number system.	• State the applications of Computers and understand the basic components of computer • Identify & describe various parts of computers like CPU, keyboard, monitor, etc.
II	**Operating System:** Overview of operating system: Definition, Functions of operating system, Need and its services, Types of operating system, Batch Processing, Spooling, Multiprocessing, Multiprogramming, Time-Sharing, On-Line Processing, Real-Time Processing, Basics of window operating system, Switching between DOS and windows, Comparison between Unix and Windows.	• View files, work with files and customize window • Able to Differentiate in various operating system.
III	**Understanding Office Applications:** Introduction to MS Word, Introduction to MS Excel and its applications, Introduction to MS PowerPoint, Menus, Shortcuts, Document types, Formatting documents, spread sheet and presentations, Working with Spreadsheets, Different templates, Macros, Mail merge.	• Apply the office Applications for the task assigned by the authorities.
IV	**Networking:** Network Technologies, Introduction to Internet and protocols: TCP/ IP, Network connecting devices, Topologies, HTTP, HTTPS DNS, Hub, Switches, Router, Repeater, Firewalls, Digital Signature.	• Outline the basics of Networking.
V	**Introduction to World Wide Web:** WWW and Web Browsers Introduction, Objectives, Concept of internet, Overview of search engines, Popular search engines in use, Surfing the web and websites, Hosting your websites, Planning and Developing the websites, Internet service provider	• Make use of Internet and its applications when required

Course Credit: 04 (0-0-4)

Course No. CSE501P   *Max. Marks: 50 (35I+15E)*

Objective

The syllabus introduces students to basic information and communication technology and proper paradigms that need to be implemented to develop any kind of computer applications. The course will help in developing the basic technical skills by hands on experience.

Learning Outcome

- Demonstrating network troubleshooting. (Practical)
- Able to Work on MS Office. (Practical)
- Use word processing software to create and edit official documents and reports (MS Word or equivalent) (Practical)
- Use software to create and edit presentations (MS PowerPoint or equivalent) (Practical)
- Use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent) (Practical)
- Use of standard operating manuals and procedures for dealing with work related to computer application (Practical)
- Sending E-mails and internet surfing using various search engines. (Practical)
- Outline the working of different operating system. (Practical)

Practical:

1. Troubleshooting
2. Practical based on to be exposed/shown various components and supposed how to switch on a computer.
3. Handling Boot Setup, Installation of Operating System, Connecting your client to server, User and Workgroup Handling, General Operating system handling and related topics.
4. Wordpad, Notepad, Sticky Note, Snipping tool, Paint
5. Ms Word
6. MS-Excel- Creating charts, Creating tables
7. MS-PowerPoint
8. MS-Outlook
9. Case study on Operating systems (Windows/ Ubantu/ Android/IoS)
10. Networking
11. Software: Preparatory and open domain

Books Recommended Text Books

1. Computers and Beginners by Jain, V.K.;
2. Computer Fundamentals by Anita Goel, Pearson.

Reference Books

1. Introduction to Information Technology, Leon Tech World by Leon and Leon
2. Foundations of Computing, BPB Publiction by Sinha, Kr. Pradeep and Preeti Sinha;
3. Word Processing and Typing by Sharon Spencer, Heinemann.
4. MS Office by S.S. Srivastava, Firewall Media.
5. Microsoft Office 2010 by Bittu Kumar, V & S Publications
6. Data Communication and Networking by Behrouz.A. Forouzan, McGraw Hill

Web Links

http://cec.nic.in/E-Content/Pages/default.aspx

Course Title- Fundamentals of Management & Organisational Behaviour

Course Credit: 04 (3-1-0)

Course No. MGM501   *Max. Marks: 100 (30I+70E)*

Objectives

To purpose of the course is to provide fundamental knowledge and exposure to the concepts, theories and practices in the field of management. It aims to understand individual and group behavior at work place

Unit	Contents	Learning Outcomes
I	**Basic of Management:** Concept, Nature, Process and Significance of management; Managerial levels, Skills, Functions and Roles; Management Vs. Administration; Contingency Management theories by - F. W. Taylor, Henry Fayol and Elton Mayo	• Able to develop the processes of management related with the basic functions. • Complete administrative duties accurately, systematically and within required timeframes. •
II	**Managerial Skill and Functions:** Level of Management- Functions of Management; Centralization – decentralization Organization structures - Line & Staff – functions, Leading and Staffing; Controlling – Definition, Nature, Importance, Steps, Techniques	• Outline the notion of managerial skills and functions. • Make Organisation Structure and identify the gaps. • Perform tasks to the required workplace standard
III	**Introduction to OB:** Organisation Behaviour - Definition, Scope, Importance, Concepts of Organisation Behaviour; **Motivation-** Definition, Theories of motivation, Mc Gregor ,A.H. Maslow, Herzberg Learning- Meaning & Theories.	• Understand individual and group behaviour at work place. • Demonstrate behaviours that promote professionalism in the learning environment • Field Work regarding organisation structure and their working
IV	**Perception & Conflict Management-** Perception-process; Conflict – Definition, traditional Vs Modern view of conflict – Types of conflict - intra personal, interpersonal, organizational	• Outline the process of conflict resolution processes in the organization • Obtain, evaluate and act upon feedback from clients and colleagues
V	**Leadership & Personality** –Definition, Importance, qualities of leaders, types of leaders – autocratic, democratic, free – rein; Personality- Attributes of personality, Type, Ego state, Johari window.	• Make student must be acquainted with leadership quality. • Perform consistently in accordance with the organisation's goals and objectives and organisational/professional codes of conduct

Books Recommended Text Books

1. Management by Stomen and Jane
2. Organisational behaviour by Stephen Robbins

Reference Books

1. Principles and Practices of management by Shejwalkar
2. Essential of management by Koontz H and Weitrich
3. Principles and Practices of Management by T. N. Chabra
4. Organisational behaviour by Keith & Davis
5. Organisational behaviour by Fred and Luthans

6. Organisational behaviour by K. Ashwatthapa

Web Links
https://www.swayamprabha.gov.in/index.php/program/archive/16
https://www.swayamprabha.gov.in/index.php/program/archive/5
http://cec.nic.in/E-Content/Pages/default.aspx

Course Title- IT/ITeS Work Book (Project)

Course Credit: 04(1-3-0)

Course No. AEC501   *Max. Marks: 100(30I+70E)*

Objective

The aim of the IT/ITeS workbook is to make an attempt to enhance the learning activities and the required knowledge of students by hands-on-experience to various dimensions of the sector.

Unit	Contents	Learning Outcomes
I	Introducing Oneself, Greeting Others, Talking about Ones family; Describing someone, Describing weather, Taking about aspirations, Narrating a story, Dress and Hygiene	• Able to develop Self Grooming (Project/Practical)
II	Preparing a Daily and Weekly Work Plan, Locating Products, Complaint Handling, User Manual, Cross Selling, Merchandizing via Technology, Product Promotion, Closing a Deal, Stock Count, Writing a Customer Service report	• Able to develop their daily plans (Project/Practical) • Preparing a Daily and Weekly Work Plan (Project/Practical)
III	Creating Templates, Creating Envelopes, Creating Labels, Using Mail Merge, Creating Macros and Automating Tasks, Linking Word Documents to Data in a Worksheet, Save a Document Outline as a Presentation, Save and Share a Document for Review, Adding hyperlinks	• Able to create the document (Project/Practical) • Able to Create various Templates (Project/Practical)
IV	Customer Service Representatives, Describing Your job, applying for Leave, Being a Good Team Player	• Able to outline the working profile of customer service representatives • Able to understand the methods of query handling at ITeS sector (Project/Practical)
V	Taking about One Company, Information Technology, The ITES Industry, Communicating Effectively	• Able to explore industry (Project/Practical)

Books Recommended Text Book

1. Information Technology, NVEQ Level 3 – Class XI, IT301-NQ2012-Functional English (Advanced) Student's Handbook
2. Sector IT-ITeS, NSQF Level 4, Student Workbook – Vol. 1, PSS Central Institute of Vocational Education, Bhopal
3. Sector IT-ITeS, NSQF Level 4, Student Workbook – Vol. 2, PSS Central Institute of Vocational Education, Bhopal

Web Links

1. http://cec.nic.in/E-Content/Pages/default.aspx

Course Credit: 04(2-2-0)

Objectives

The aim of the course is to develop moral responsibility and mould them as best professionals & to create an ethical vision and achieve harmony in life

Unit	Contents	Learning Outcomes
I	**Business ethics:** Meaning of ethics, why ethical problems occur in business. Ethical principles in business: Utilitarianism: weighing social cost and benefits, Rights and duties, Justice and fairness, ethics of care, Integrating utility, rights, justice and caring	• Will be able to elaborate the business ethics, its rights, duties and principals • Recognise potential ethical issues in the workplace and discuss with an appropriate person • Apply ethical and inclusive practices in professional practice(Project/Practical)
II	**Moral Issues:** Code of Conduct, An alternative to moral principles: virtue ethics, Moral issues in business: Worker's and employee's rights and responsibilities, Profit maximization vs. social responsibility.	• Identify the rights and responsibility as an employee of an organisation, and understanding the moral issues • Identify, control and report HSE issues relating to immediate work environment according to procedures • Reflect individual responsibilities and accountabilities in work goals
III	**Controlling of the Mind:** Control of the mind through Simplified physical exercise, Yoga-Objectives, Types, Asanas; Meditation- Objectives, Types, Effect on Body Mind and Soul.	• Demonstrate Controlling mind through yoga and meditation
IV	**Social Responsibility:** Social Responsibility of Business, Ethical Decision-making, Social Responsibility of Business and Corporate Governance, Profession and Professionalism, Professional Ethics, Intellectual property rights. organisation's goals and objectives and organisational/professional codes of conduct **Employee Safety & Health:** basics of health safety & laws, employee theft, Fire & Earthquake safety, fire safety, first aid training, general office safety, terrorism, safety representatives, safety inspection, investigating accidents.	• Ensuring social responsibility and decision making ability • Perform consistently in accordance with the organisation's goals and objectives and organisational/professional codes of conduct
V	**Employee Safety & Health:** basics of health safety & laws, employee theft, Fire & Earthquake safety, fire safety, first aid training, general office safety, terrorism, safety representatives, safety inspection, investigating accidents.	• Make sure that the Working with safety in industry and understanding the laws of safety • Work safely in the training environment including • Promote a safe working environment and adhere to risk management strategies for clients, colleagues and others who enter the workplace

Books Recommended

Test Books

1. Values & Ethics in Management, Galgotia Publishers, by Kaur, Tripat;
2. Human values for Managers, by Chakraborty, S.K.
3. Ethics in Management: A Vedantic Perspective, Oxford University Press. By Chakraborty, S.K

Suggested Readings

1. Corporate Governance, Business Ethics & CSR, Ane Books Pvt Ltd, New Delhi, by Sharma, J.P.
2. Corporate Governance and Social Responsibility of Business, Ane Books Pvt. Ltd, New Delhi.By Sharma, J.P.

Journals

1. Individual Manager Issues "What, If Anything, is Wrong with Baby Selling?," Radin, Pacific Law Journal, v. 26, p. 135, 1995.
2. "The Matter of 'Business'" in Changing World of the Executive, Peter Drucker, Times Books, New York, NY, 1982.
3. When All You Ever Wanted Wasn't Enough, Harold Kushner, 1986

Web Links

https://www.swayamprabha.gov.in/index.php/program/arhe/16

https://www.swayamprabha.gov.in/index.php/program/arhve/5

SEMESTER II

Course Title - Process in BPM-II

Course Credit: 01(1-0-0)

Course No. MHR502   *Max. Marks: 50 (15I+35E)*

Objective

The aim of the course is to enable students to develop the concept of processes in BPM industry. It shall also provide understanding of various front and back office procedures at the BPM sector of IT/ITeS Industry

Unit	Contents	Learning Outcomes
I	**Workflow Management:** Benefits of Outsourcing, Contact Center Classification categories, Workforce management, Workforce management existence in other industries, BPO: BPO Industry Components, Workforce management in BPO industry, Solutioning, Forecasting, Capacity Panning, Scheduling, Real time management, Reporting/analytics	• Understand the process of workflow management at BPO • Prepare the process of workflow management at BPO. • Able to use the Forecasting techniques for various processes in BPM sector. (Theory) • Plan and undertake work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
II	**Back Office:** ITES and Back Office function; Text Processing, claim processing, assets management, Transcription & translation, document management; Accounting System: Billing Services, accounting, transactions, general accounting, tax consultancy & compliance,	• The students will be able to understand the various functions of back office management at ITeS sector • Able to elaborate the various functions of back office management at ITeS sector. • Able to outline various front and back office procedures at the BPM sector of IT/ITeS Industry.
III	**Risk management;** benefits at the station, recruiting & staffing, payroll services, hiring administration, records management, team building, etc.	• Able to demonstrate the risk at the BPM Sector. • Will prepare the workflow of various Accounting System used in BPM sector. • Identify Troubleshooting, control and report issues according to procedures.
IV	**Front office management & Safety**: What is a Call Center? According to location of process- International & Domestic; According to process: Inbound, outbound & blended; According to characteristic: Voice Based & Web Based; According to functionality: Real Call Center & Virtual Call center; Key Technical Support	• The students will be able to understand the safety measures required at BPM sector • Able to outline the safety measures required at BPM sector.
V	**Provide technical support to customers within and outside organization:** Troubleshooting for Customers using products & services like PC"s, Printers, internet, Office Safety Checklist, handling and lifting techniques, health and safety management system, PP equipment, risk assessment, safety signs, workplace safety.	• Able to provide the technical support to the customers.

Books RecommendedText
Book

- Fundamentals of Business Process Management (2013). Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo Reijers. Springer-Verlag Berlin Heidelberg

http://www.springer.com/us/book/9783642331428

Reference Books

- **Concentrix Material**
- BPMN Method and Style, Second Edition, with BPMN Implementer's Guide. Bruce Silver
- Improving Business Processes (Pocket Mentor). Harvard Business Review
- The Process: Business Process Modeling using BPMN. Alexander Grosskopf, Gero Decker, Mathias Weske

Course Title - Process in BPM-II

Course Credit: 02(0-0-2)

Course No. MHR502P   *Max. Marks: 50*
(35I+15E)Objective

The aim of the course is to enable students to develop the concept of processes in BPM industry. It shall

also provide understanding of various front and back office procedures at the BPM sector

of IT/ITeS Industry

Learning Outcome

- Able to outline the various Call Center functionality. (Practical)
- Perform tasks to the required workplace standard (Practical)
- Able to understand the various functions of back office management at ITeS sector
- Document safety records according to organisational policies. (Practical)
- Work safely and apply HSE practices in the training environment including using appropriate personal protective equipment (PPE) where required (Practical)
- Follow emergency response procedures (Practical)
- Introduce yourself and the purpose of your call, following standard scripts (Practical)
- Will prepare the workflow of various Accounting System used in BPM sector.

List of Practical

- Capacity Planning
- Workforce management
- Accounting System: Billing Services, accounting, transactions, general accounting,
- Tax consultancy & compliance,
- Team Building
- Back Office function
- Document Management
- Call Center Functionality
- Troubleshooting
- Health and safety management system
- Record Management
- Workplace Safety
- Risk assessment
- Safety signs.

Books Recommended

Text Book

- Fundamentals of Business Process Management (2013). Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo Reijers. Springer-Verlag Berlin Heidelberg

http://www.springer.com/us/book/9783642331428

Reference Books

- **Concentrix Material**
- BPMN Method and Style, Second Edition, with BPMN Implementer's Guide. Bruce Silver
- Improving Business Processes (Pocket Mentor). Harvard Business Review
- The Process: Business Process Modeling using BPMN. Alexander Grosskopf, Gero Decker, Mathias Weske

Course Title-Spreadsheet Modelling

Course Credit: 01(1-0-0)

Course No. CSE502   *Max. Marks: 50 (15I+35E)*

Objective

To handle volume of data in effective manner, improve their analytical skills and make them understand about the role of data in a business

Unit	Contents	Learning Outcomes
I	**Introduction to MS-Excel:** Introduction to Electronic Spreadsheets, Feature of MS-Excel, Entering Data, Entering Series, Editing Data, Cell Referencing, Ranges,	• Work with spreadsheets and save them in different formats for developing proper formats • Choose, create and format charts to communicate information meaningfully
II	**Functions &Formulae:** Date and time Functions, Auto sum, Copying Formula, Formatting Data, Creating Charts, formatting charts, Creating Database, Sorting Data, Filtering, etc. Pivot Table, Picot Chart, Coding of Data in Excel, Statistical functions (countif, countblank, rank), Text functions (left, right, mid, trim, concatenate), Financial functions (pv, fv, pmt), Lookup functions (hlookup, vlookup), Two level nested functions.	• Create mathematical and logical formulas using standard spreadsheet functions. • Enhance productivity by working with named cell ranges, macros and templates
III	**Analysis: Using Tables,** Create, Modify a pivot table/data pilot, Filter, Sort data in a pivot table/data pilot, Use one-input, two-input data tables/multiple operations tables; Sorting and filtering: Sort data by multiple columns at same time, Create a customized list and perform a custom sort, macros**,** Customer feedback analysis using Google Doc	• The student will be able to maintain data. • Will understand the ways to collect the data (Online Surveys & Business tools). • Work with tables and lists to analyze, filter and sort data to analyse the results for different data sets
IV	**Case study** Use of Data Analysis tool to solve Problems related to Marketing, Use of Data Analysis tool to solve Problems related to Human Resource	• To do online and offline Projects based on the tools in excel • The students will be able to present the data in structured way to arrive and support the business decisions
V	**Unit V: Case study** Use of Data Analysis tool to solve Problems related to Operations, Use of Data Analysis tool to solve Problems related to Finance	• To do online and offline Projects based on the tools in excel • The students will be able to present the data in structured way to arrive and support the business decisions

Recommended BooksText Books

1. Statistics for Managers using Microsoft excel, PHI Learning Private Limited, 2010 by Levine, Stephan, Krehbiel and Berenson.
2. Excel Data Analysis: Modeling and Simulation 2010. Springer, by Hector Guerrero (Author)

Reference Books

1. Managerial Statistics", Cengage Learning, by Gerald Keller., "
2. Statistics for Management", Tata McGraw Hill Publishing Company, by Dr. Srivastava T.N.
3. Research Methodology Concepts and Cases, Vikas Publishing House Private Limited, 2011 by Dr. Deepak Chawla, Dr. Neena Sondhi.,

Course Title-Spreadsheet Modelling

Course Credit: 02(0-0-2)

Course No. CSE502P   *Max. Marks: 50 (35I+15E)*

Objective

To handle volume of data in effective manner, improve their analytical skills and make them understand about the role of data in a business

Learning Outcome

- Will be able to present the data in structured way to arrive and support the businessdecisions. (Practical)
- Will able to Will be able to maintain and collect the data (Online Surveys & Business tools) (Practical)
- To do online and offline Projects based on the tools in excel (Practical)
- Creating Spreadsheet and enter data into cells. Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets. (Practical)
- Format numbers and text content in a spreadsheet. And adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets. (Practical)
- Creating charts, tables, pivot table and applying various functions and formulas. (Practical)
- Applying filter and sorting functions to the given data. (Practical)
- Will be able to make analysis in different areas of management. (Practical)

Practical:

1. Charts and Tables
2. Text Functions
3. Date and time Functions
4. Statistical functions
5. Financial Function
6. Pivot
7. Look Up
8. Nested
9. Case Study Analysis in different areas
10. Sorting functions
11. Google form development and Analysis

Recommended Books

Text Books

1. Statistics for Managers using Microsoft excel, PHI Learning Private Limited, 2010 by Levine, Stephan, Krehbiel and Berenson.

2. Excel Data Analysis: Modeling and Simulation 2010. Springer, by Hector Guerrero (Author)

Reference Books

1. Managerial Statistics", Cengage Learning, by Gerald Keller., "
2. Statistics for Management", Tata McGraw Hill Publishing Company, by Dr. Srivastava T.N.
3. Research Methodology Concepts and Cases, Vikas Publishing House Private Limited, 2011 by Dr. Deepak Chawla, Dr. Neena Sondhi.,

Course Title-People Management

Course Credit: 03(3-0-0)

Course No. MHR601   *Max. Marks: 100 (30I+70E)*

Objective

To introduce the concepts, theoretical frameworks, issues in HRM and make participants understand the role of HRM in organisations**.**

Unit	Contents	Learning Outcomes
	Introduction: Understanding the nature and scope of Human resource management, Functions and objectives of HRM, Role of HR, HR department structure & HR strategy	• Able to develop their interpersonal skills. • Perform consistently in accordance with the organisation's goals and objectives and organisational/professional codes of conduct • Complete administrative duties accurately, systematically and within required timeframes • Elaborate the objectives and functions of Human Resource Management
	HRP, Recruitment & Selection: Nature and importance of Human resource planning, Recruitment & Selection process in BPS, Meaning and importance placement and induction.	• Able to outline the recruitment and selection process in the BPS. • Will be able to Manage their work to meet requirements
	Training, Development & Job Analysis: Training & human resource development, Performance appraisal, career development and planning, Job analysis, job description and job design, job specification, job simplification and quality of work life (QWL).	• Will be able to prepare the steps involved in Job analysis • Demonstrate behaviours that promote professionalism in the learning environment • Obtain, evaluate and act upon feedback from clients and colleagues
	Remunerations & Benefits: Managing basic remunerations, Basic concepts & Importance of compensation plan, fringe benefits, incentives, and social security schemes.	• Managing basic remunerations and benefits • Reflect individual responsibilities and accountabilities in work goals and plans in accordance with organisational and legal requirements • Plan and undertake work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
	Job Evaluation & Ethical Issues: Significance of Job evaluation, Methods of Job evaluation (BPS Specific), managing ethical issues in human resource management	• Evaluating jobs and its methods and managing ethical issues in HRM • Plan and undertake work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

Recommended BooksText
Book

    1. Human Resource Management, 7th Edition by Stephen Robins
    2. Human Resource Management, TATA Mc Grawhill by K.Aswathappa,

Reference Books

    1. Gary Dessler, Human Resource Management, PHI

Course Title-Customer Relationship Management

Course Credit: 03 (3-0-0)

Course No. MMK501   *Max. Marks: 100 (30I+70E)*

Objective

To provide a thorough understanding of customer-retailer relationship and the ways to manage it.

Unit	Contents	Learning Outcomes
	Marketing, Difference between marketing and selling; core concepts of marketing; Four and Seven P's of marketing, marketing mix; marketing process; marketing environment	• Able to understand the principle for managing the customers in online or off-line mode. • Apply the basic principal of marketing while dealing with customers. • Obtain information from customers to identify their needs
	CRM- Evolution, Meaning, Definition, Objectives, and Benefits- Relationship between CRM & Technology- Creating a CRM culture- Building blocks of CRM- CRM Strategies- Types of CRM.	• Able to handle the customer calls and resolve their issues related to purchase and after sales and service of product/service • Read carefully, summarize, and obtain customer confirmation of, your understanding of queries
	Planning CRM Project- General Business Goals and Objectives- Framework of Successful CRM- CRM: Implementation Steps- Role of CRM and Employees, the HCRM Model, Way Forward.	• Outline the objectives, benefits and types of customer relationship management • Work in alignment with the orgnaisation goals and objectives. • Able to handle the customer calls and resolve their issues related to purchase and after sales and service of product/service
	Sales Force Automation (SFA)- Overview, Strategic Advantages, Disadvantages, SFA at Inception and Today- Call center- Objectives, Classification, Functionality, Developments- CRM & Data Warehousing- Steps	• Adapt your approach and style to customer preferences, within the limits of your competence and authority
	CRM Marketing Initiatives- What is ECRM? - Levels, ECRM Tools- Difference between CRM and ECRM- CRM: Opportunities, Challenges and Ways to avoid Pitfalls.	• Establish contact with customers, following your organization's procedures

Recommended BooksText

Book

1. Customer Relationship Management, Himalaya Publishing House, 2010 edition. By Dr. K. Govinda Bhat

2. Marketing Management, Pearson Education, New Delhi by Kotler, Philip, Kevin Lane Keller, Abraham Koshy & Mithileshwar Jha,

Reference Books

1. Relationship Marketing, McGraw Hill,1997, 2.Paul Green Berg – CRM, Tata McGraw hill, 2002 by S. Shajahan
2. Marketing Management, McGraw Hill, New Delhi by Sakena, Rajan,
3. Marketing, Cengage Learning, New Delhi by Zikmund, William G,
4. Marketing Management, Excel Books, New Delhi by Panda, Tapan K,

Web Links

https://www.swayamprabha.gov.in/index.php/program/archive/ 16

https://www.swayamprabha.gov.in/index.php/program/archive/5 http://cec.nic.in/E-Content/Pages/default.aspx

Course Title -Soft Skills

Course Credit: 02 (2-0-0)

Course No. ENG502   *Max. Marks: 50 (15I+35E)*

Objective

Courses on soft skills are intended to improve the communication skills enrich personality development and knowledge of the students.

Unit	Contents	Learning Outcomes
I	**Importance of Soft Skills:** Customer Orientation & BPOs, Soft Skills, Active Listening, Empathy, Building Assertiveness, Service No, Types of Customers/Dealing with Irate Customers, Apology, Building Rapport,	• Bridge the gap between the skill requirements of the employer or industry and the competency of the students • Make use of the important elements of Soft Skills in the workplace
II	**Transactional Analysis:** Attention Grabber, Verbal and Non-Verbal Communication, workplace Communication, Ego States, Role Play	• Able to make use of verbal and non-verbal communication wherever required at the workplace • Able to articulate their emotions using verbal and non-verbal communication
III	Assertive Behaviour, Handling Different Type of Customers, Giving and Receiving feedback, Importance of Communication skill, Effective listening skill, Emotional Intelligence	• To develop professionals with idealistic, practical and moral values. • Enhance the employability of the students
IV	Dos and Don'ts, Communicating effectively, Opening and Closing a Customer Service call, Paraphrasing, Directing a Customer Over The Phone, Handling an Angry Customer, Handling Customer Queries, The Call Flow, Business Meetings	• Able to handle customers over telephone and directing him on the phone • Able to make use of proper Listening Skills required to solver the queries of customers
V	Dress and appearance, problem-solving in intercultural communication; Character building; Team-work	• Outline the various procedures for developing body language and team work. • Will be able to balance optimism and pessimism for good outcomes.

Recommended Readings

Text Book

1. Sector IT-ITeS, NSQF Level 4, Student Workbook – Vol. 1, PSS Central Institute of Vocational Education, Bhopal
2. Concentrix Material

Reference Books

1. The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by Stephen R. Covey
2. Soft Skills Training: A Workbook to Develop Skills for Employment by Frederick H. Wentz
3. The Ace of Soft Skills: Attitude, Communication and Etiquette for Success by Gopalaswamy Ramesh (Author)
4. Sizzling Soft Skills For Spectacular Success by Ameer Ali.

Web Links

https://www.youtube.com/watch?v=5tqu6r4Bmj8

https://www.youtube.com/watch?v=PIumypOgAfE

https://www.youtube.com/watch?v=_tG9YHe

Course Title - Soft Skills

Course Credit: 02 (0-0-2)

Course No. ENG502P   *Max. Marks: 50 (35I+15E)*

Objective

Courses on soft skills are intended to improve the communication skills enrich personality development and knowledge of the students.

Learning Outcome

- Make use of Presentation Skills (Practical)
- Able to outline the importance of Role Plays in the organization (Practical)
- Will be able to provide the procedure use in Business Meetings (Practical)
- Will be able to work in various Team for completing the assigned Work (Practical)
- Demonstrate behaviours that promote professionalism in the learning environment (Practical)
- Receive feedback on own performance at different levels (Practical)

List of Practical

- Listing skill
- Presentation Skill
- Role Plays
- Effective listening skill
- Call Flow
- Directing a Customer Over The Phone
- Handling an Angry Customer
- Business Meetings
- Team work
- Dress and appearance
- Case study

Suggested Readings Text Book

3. Sector IT-ITeS, NSQF Level 4, Student Workbook – Vol. 1, PSS Central Institute of Vocational Education, Bhopal

4. Concentrix Material

Reference Books

5. The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by Stephen R.

Covey
6. Soft Skills Training: A Workbook to Develop Skills for Employment by Frederick H. Wentz
7. The Ace of Soft Skills: Attitude, Communication and Etiquette for Success by Gopalaswamy Ramesh (Author)
8. Sizzling Soft Skills For Spectacular Success by Ameer Ali.

Web Links

https://www.youtube.com/watch?v=5tqu6r4Bmj8
https://www.youtube.com/watch?v=PIumypOgAfE
https://www.youtube.com/watch?v=_tG9YHe

Course Title- Entrepreneurship

Course Credit: 02 (2-0-0)

Course No. OMS501   Max. Marks: 100 (30I+70E)

Course Objectives: The objective of this course is to expose the learner to the fields of entrepreneurship development. Focus will be to train the students to develop new projects and encouraging them to start their own ventures.

Units	Topics	Learning outcomes
Unit-1	Introduction to Entrepreneurship	Introduction to Entrepreneurship, Entrepreneurial Mindset, Characteristic of an Entrepreneur, Advantages and disadvantages of Entrepreneurship
	Recognise Opportunity	Purpose of all businesses, Types of Entrepreneurial organizations, Types of Enterprises
	Creativity & Innovation	Marketing, 4Ps of Marketing, Process of Marketing, Marketing Mix, 7Ps of Marketing
	Conception & Ideation	Business Plan and its elements, Application of Business Plan
	Are you a risk taker?	Entrepreneurs, types of Entrepreneurs, Roles and Responsibilities of Entrepreneurs, Qualities of an Entrepreneur
	Identify Your Customer	Customer segmentation, Criteria for selling customer value proposition, Customer Lifecycle
Unit-2	Self Confidence and Resilience	4 Ps of Entrepreneurship, Qualities of successful entrepreneur, Self-confidence, Positive attitude, Overcoming the fears, Recover from Failure
	Success and Failure Stories of Famous Entrepreneurs – 1	Steve Jobs Success Story, Mumbai Dabbawala delivery success Story
	Never Give Up	Importance of Focusing energy on Business, Importance of Business Networking and its advantages
	Competition Analysis	Competition Analysis, Factors affecting competition strategies, Prerequisites of successful enterprise
	Risks – Identification and Mitigation	Business Risk, Types of Business Risks, Risk Identification, Risk Mitigation,

		Getting Money for Business	Concept Of Funding, Basics terms of Accounting, Types of Funding,
Unit-3		Dream and Achieve	Vision, Mission and Goals, Business Ethics, SMART goals, entrepreneurial work ethics
		Leadership and Team Spirit	Lead by example, Importance of Embracing diversity, Role of Emotional Intelligence to be a leader.
		Success and Failure Stories of Famous Entrepreneurs – 2	
		Serving the Society	Roles of Entrepreneurs in society, Selfless Entrepreneurship,
		Taking Ownership	Taking complete ownership, taking control over the business
		Adapt to Change	Porters competition strategies, Factors affecting business,
		Discover Yourself	Qualities of the successful entrepreneur
Unit-4		Problem Solving: Introduction to Critical Thinking	Critical Thinking, Applying critical thinking, REASON Model of Critical Thinking
		Problem Solving: Introduction to Creative Thinking	Creative thinking, Importance and benefits of Creative thinking, Creative thinking in problem solving
		Problem Solving: Introduction to Decision Making	Decision making, Effective decision making process
Unit-5		4Ps of Marketing – PDF	4Ps- Product, Place, Price, Promotion, Apply 4Ps to marketing Strategy into action
		Costs in Entrepreneurship - PDF	Cost, types of Costs, Introduction to Accounting Basics, main methods of Accounting, Financial Documents, P&L statements, Working capital
		Applicable Sources of funding and Regulatory and Statutory rules – PDF	Regulatory and statutory rules for an Entrepreneur, Business Loans for startups and MSMEs by Indian Government
		Analysis of success and failure stories – PDF	Analysis of success and failure stories, Key skills involved in the successes of entrepreneurs
		Identification of one's entrepreneurial skills and knowledge - PDF	Identify various skills and characteristics o be an entrepreneur, Effective Ways to Build Entrepreneurial Skills, Develop or Improve your Entrepreneurial Skills ,
		Legal Issues	Intellectual Property Rights, patents, trademarks, copyrights, trade secrets, licensing, franchising

Books Recommended

Text Books

1. Arora M., Natarajan K. and Gordan E., Entrepreneurship Development, 1st ed; Himalaya Publishing House Pvt Ltd, 2009.

Reference Books

1. Hisrich, Robert D., Michael Peters and Dean Shephered, Entrepreneurship, Tata McGraw Hill, New Delhi
2. Barringer, Brace R., and R. Duane Ireland, Entrepreneurship, Pearson Prentice Hall, New Jersy (USA)
3. Lall, Madhurima, and Shikha Sahai, Entrepreneurship, Excel Books, New Delhi
4. Charantimath, Poornima, Entrepreneurship Development and Small Business Entreprises, Pearson Education, New Delhi.
5. Forbat John, "Entrepreneurship" 1st Edition, New Age International, 2008.
6. Havinal, Veerbhadrappa, "Management and Entrepreneurship", 1st Edition, New Age International Publishers, 2008.
7. John S.M., rural women Entrepreneurship, 6th ed; Discovery Publishing House, 2004. ⌐ Janakiram B., Management & Entrepreneurship, Excel Books India, 2009.
8. Prahlad, CK., Fortune at the Bottom of the Pyramid: Eradicating Poverty Through Profits, Ist Edition; Dorling Kindersley Ltd, 2006.

Web Links

1. https://www.tutorialspoint.com/entrepreneurship_development/entrepreneurship_development_tutorial.pdf
2. https://www.bing.com/videos/search?q=entrepreneurship+development+videos&qpvt=entrepreneurship+development+videos&view=detail&mid=2F136B2E6941D1F8DB4E2F136B2E6941D1F8DB4E&&FORM=VRDGAR
3. https://www.bing.com/videos/search?q=entrepreneurship+development+videos&qpvt=entrepreneurship+development+videos&view=detail&mid=01D578B93003F888E6DF01D578B93003F888E6DF&&FORM=VRDGAR
4. https://www.bing.com/videos/search?q=entrepreneurship+development+videos&qpvt=entrepreneurship+development+videos&view=detail&mid=2E714CA0963D221569E52E714CA0963D221569E5&&FORM=VRDGAR
5. https://www.bing.com/videos/search?q=entrepreneurship+development+videos&qpvt=entrepreneurship+development+videos&view=detail&mid=D72A5948DCB34F0684C0D72A5948DCB34F0684C0&&FORM=VRDGAR

SEMESTER III

Course Title: E-Commerce

Course Credit: 02 ((2-0-0)

Course No. MGM603   *Max. Marks: 100 (30I+70E)*

Objective

To highlight the growing importance of e-commerce for the area of direct marketing as well as to explain the relationship between direct marketing and e-commerce, and factors that affect marketers while achieving marketing objectives.

Unit	Contents	Learning Outcomes

I	**Frame Work:** Conceptual Framework of E-business, E-Commerce and M-Commerce; Web Based Tools for e-Commerce; E-Enabled Business Process Transformations and Challenges; E-Business Technology and Environment; E-Business Applications.	• Will be elucidating the conceptual Framework of e-business Demonstrate an understanding of the foundations and importance of E-commerce
II	**E-Business Models:** Business Models and Revenue Models over Internet; Emerging Trends in E-Business; E-Governance; Digital Commerce; Mobile Commerce; Strategies for E-Commerce, Internet based Business Models; Legal, ethical and Societal Impacts of E-Commerce	• Explain various e-business models and strategic options • Demonstrate an understanding of retailing in E-commerce • Assess electronic payment systems • Describe the infrastructure for E-commerce
III	**Security Issues in E-Business:** Electronic Commerce Threats; Encryption, Cryptography, Public Key and Private Key Cryptography, Digital Signatures, Digital Certificates; Security Protocols and Public Key Infrastructure (PKI) for Security.	• Discuss legal issues and privacy in E-Commerce • Aware of the ethical, social, and security issues of information systems
IV	**Global E-Marketing:** Global E-Services; Electronic Processing of International Trade Documents; Policy Framework for Global E-Business	• Analyze the impact of E-commerce on business models and strategy • Understand global e-marketing and e-services models.
V	**Case study:** Applications in E-commerce and m-commerce	• Understand the processes of developing and implementing information systems

Books RecommendedText

Books

1. Electronic Commerce – Framework, Technologies and Applications, 3rd Edition, Tata McGraw Hill. By Bharat Bhaskar , 2009.

2. E-Business and E-Commerce Management – Strategy, Implementation and Practice, 3rd Edition, Pearson Education. By Dave Chaffey.

Reference Books

1. International Business, 6th Edition, Oxford University Press. By Joshi

2. Electronic Commerce Strategy, 1st Edition, Cengage Learning. By Schneider Gary P. and Perry, James T. 2007.

3. Information Technology: Best Practices and Applications in Business, 5th ed; Prentice Hall. By Adikesavan T.

4. Computer Applications in Management, 3rd ed; Dreamtech Press, New Delhi. By Srivastava N.

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16

2. https://www.swayamprabha.gov.in/index.php/program/archive/5

3. https://www.youtube.com/watch?v=AhgtoQIfuQ4

4. https://www.youtube.com/watch?v=OnqFpeAqr3M

Course Title- Supply Chain Management

Course Credit: 02 (2-0-0)

Course No. MGM703   *Max. Marks: 100 (30I+70E)*

Objective

The course introduces students to the concepts and processes of supply chain management, framework for structuring supply chain drivers; network designs, demand forecasting, inventory planning, sourcing decisions and IT enablement of supply chain.

Unit	Contents	Learning Outcomes
I	**Introduction:** Development of SCM concepts and Definitions – key decision areas – strategic; Supply Chain Management and Key components, External Drivers of Change. Dimensions of Logistics – The Macro perspective and the macro dimension – Logistic system analysis.	• Define a supply chain and explain how supply chain should be managed
II	**Sourcing strategy:** Manufacturing management – make or buy decision – capacity management – Materials Management – choice of sources – procurement planning	• State the main divers of supply chain success and summarize the key concepts • Identify and Analyze Business Models, Business Strategies and, corresponding Competitive Advantage.
III	**Distribution strategy:** Choice of Market – network design – warehouse designed operation and distribution planning – transportation – packaging.	• Outline the critical role of relationship management for supply chain performance.
IV	**Inventory Strategy:** Demand forecasting – inventory planning – planning of stocking facilities – warehouse location allocation.	• Provide analytical support for supply chain management • Formulate and implement Warehouse Best Practices and Strategies
V	**Warehousing:** Warehouse design and operations – inventory norms; **Distribution:** Channels of Distribution – Customer Service Strategy: Identification of Service needs, cost of services – revenue Management.	• Maintain master data records for supply chain management • Plan Warehouse and Logistics operations for optimum utilization of resources

Books RecommendedText Books

1. Supply Chain Management: Concepts and Cases. Prentice Hall of India. By Altekar RV. 2006.

Reference Books

1. Purchasing and Supply Chain Management. Thomson Asia. By Monczka R, Trent R & Handfield R. 2002.
2. Purchasing and Supply Chain Management Analysis, Planning and Practice. Vikas Publ. House. Van Weele AJ. 2000.

3. Designing and Managing the Supply Chain, Concepts, Strategies and Case Studies, 3rd Edition, Irwin/McGraw Hill. By Simchi-Levi, David, Kamisnsky, Philip, and Simchi-Levi, Edith (2008):
4. Essentials of supply chain management (2005), Jaico Publishing House by Dr. R.P. Mohanty and Dr. S. G. Deshmukh:
5. Supply Chain management (2008), Pearson Prentice Hall, ISBN: 978 -0-13-608040-4. By Chopra, Sunil, P. Meindl, 4th edition:

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16
2. https://www.swayamprabha.gov.in/index.php/program/archive/5

SEMESTER IV

Course Title-Social Networking and Digital Marketing

Course Credit: 04 (3-1-0)

Course No. CSE603   *Max. Marks: 100 (30I+70E)*

Objective

The aim of the course is to develop the understanding of students in terms of social networking & digitalmarketing

Unit	Contents	Learning Outcomes

I	**Digital Marketing Concepts:** Digital Marketing elements; Goals for using Digital marketing, legal and regulatory obligations using digital marketing, Elements of digital marketing strategy, Cyber Security-Concept	• Understand the key concepts of digital marketing
II	**Web Presence:** Possible web presence solutions Content management system, Website design terms, Methods for promoting, Search engine optimization and its importance	• Understand and make use of various web presence options
III	**Social Media Management:** Social media profile, Different types of profiles, Editing and Posting on social media profile, scheduled post, Video marketing, URL shortener, Viral, Call to action: get a quote, sign up, buy now, download app; Importance in generating leads through social media platforms.	• Recognize different social media platforms • Develop profile on various social media platforms for campaining
IV	**Data & Web Analytics:** Understand the term analytics, Set up an analytics report for a campaign, Split testing, Web traffic; Understand common analytics terms	• Understand and use analytics services to monitor and improve online campaigns.
V	**Social Media Insights:** Social media insights, E-mail Marketing and Online Advertising Analytics: Understand common e-mail analytics terms, Common online advertising analytics terms	Able to make social media campaigns by using various online analytical platforms

Practical

1. Search Engine Optimisation
2. Promotion of websites in Social media
3. Posting of news, event, etc.
4. Video Marketing
5. Online Survey
6. Case Study on Social Networking analytics
7. Advertisement creation Online
8. Creation of Blogs
9. Promotion of Blogs

Books Recommended Text

Book

1.Social Media Marketing for Dummies, A Wiley Brand, by Shiv Singh and Stephanie Diamond, 3 rd Edition

Reference Books

1. Understanding Digital Marketing: Marketing Strategies for Engaging the digital generation by Damian Ryan, Kogan Page, 4th edition
2. Digital Marketing by Vandana Ahuja, Oxford University Press
3. The social media marketing book, by Dan Zarrella, O'Reilly, 7th Edition
4. Digital and Social Media Marketing, by Aleksez Heinze, Gordan Fletcher, Tahir Rashid and Ana Cruz, Routledge

Course Title-Business Statistics

Course Credit: 04 (3-1-0)

Course No. MGM601   *Max. Marks: 100 (30I+70E)*

Objective: To acquaint the students with important statistical techniques for managerial decision-making.

Unit	Contents	Learning Outcomes
I	**Statistics:** Meaning, evolution, scope, limitations and applications; data classification; tabulation and presentation: meaning, objectives and types of classification, Tabulation and Graphs: formation of frequency distribution, types and construction of tables, significance, types and construction of diagrams and graphs	• Familiarize with various statistical data analysis tools that can be used for effective decision making. • Develop the understanding about the various ways of interpreting and presenting the data
II	**Measures of Central Tendency:** Meaning and objectives of measures of central tendency, different measure viz. arithmetic mean, median, mode, geometric mean and harmonic mean, characteristics, applications and limitations of these measures	• Describe and discuss the key terminology, concepts tools and techniques used in business statistical analysis • Critically evaluate the underlying assumptions of analysis tools
III	**Measures of Dispersion:** Measure of variation viz. range, quartile deviation mean deviation and standard deviation, co-efficient of variation and skewness	• Understand and critically discuss the issues surrounding sampling and significance • Solve a range of problems using the techniques covered
IV	**Correlation & Regression:** Meaning of correlation, types of correlation – positive and negative correlation, simple, partial and multiple correlation, rank correlation, coefficient of determination, lines of regression, co- efficient of regression.	• Conduct basic statistical analysis of data.
V	**Multivariate Analysis:** Overview about using Principal Component Analysis, Discriminant Analysis, Cluster Analysis.	• Develop the understanding of making the multivariate analysis of data

Books Recommended Text

Book

1. Business Statistics, Tata McGraw Hill Publishing Company, New Delhi by Vohra, N. D.,

Reference Books

1. Levin, R.I. and D.S. Rubin, *Statistics for Management*, Prentice-Hall of India.
2. Aczel, Amir D., and Sounderpandian, J., *Complete Business Statistics*, Tata McGraw Hill Publishing.
3. Anderson, Sweeny and Williams, *Statistics for Business and Economics*, Cengage Learning, New Delhi
4. Vohra, N. D., *Business Statistics*, Tata McGraw Hill Publishing Company, New Delhi

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16
2. https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Credit: 02 (2-0-0)

Course No. ENG601   *Max. Marks: 50 (15I+35E)*

Objectives

To make students well versed with at the business communication skills and enhance the ability ofinteraction with others

Unit	Contents	Learning Outcomes
I	**Business Writing:** Writing applications- for Business (e.g. applying for a Loan, Salary advance, Refund etc.);Job application, Leave applications	• Understand the implications in various Business Activities of BPOs Understand the nature of a business process service organizations develop skills of effective communication - both written andoral.
II	**Group Discussions** - Conflict and Negotiations - Presentation and Interviews, Framing questions and answers- Practice Sessions on current topics using Mock Discussions,	• Discuss and refer the issue/problem with the team and supervisor regarding customer complaints adhere to organizational guideline
III	Notices, Agenda, Minutes, Handbooks, Manual; Digital Literacy: Copyright, Trademark & patents	• Able to records and develop the reports required in appropriate format while making customer interactions • Will be able to develop the important notices/minutes and document regarding customer calls
IV	**Speeches** - Customer Care/Customers Relations - Public Relations (Concept, Principles, Do's and Don'ts etc); Sentence Structure and Length - Paragraph Structure and Length - Final Draft	• Avoid use of jargons, slangs and technical words • Balance customer's expectations with the organization's service offerings
V	**Idioms and Phrases**, British Idioms, Reading Comprehension, Passages, Neuro Language (practice player)	• Ensure the use of language in appropriate manner and while greeting the customer

Suggested Readings

Text Books

1. SIZZLERS Board of Editors Publishers: Manimekala Publishing House 39, Norh Chitrai Street, Madurai
2. Essentials of Business Communication - Rajendra Pal and J. S. Korlhalli - Sultan Chand & Sons, New Delhi.
3. Information Technology, NVEQ Level 3 – Class XI, IT301-NQ2012-Digital Literacy Student's Handbook

Reference Books

1. Business Communication (Principles, Methods and Techniques) Nirmal Singh - Deep & Deep Publications Pvt. Ltd., New Delhi.
2. Business Communication - Dr. S.V. Kadvekar, Prin. Dr. C. N. Rawal and Prof. Ravindra Kothavade - Diamond Publications, Pune.
3. Business Correspondence and Report Writing - R. C. Sharma, Krishna Mohan – Tata McGraw-Hill PublishingCompany Limited, New Delhi.

Course Title- Communication Skills –II

Course Credit: 02 (0-0-2)

Course No. ENG601P   *Max. Marks: 50 (35I+15E)*

Objectives

To make students well versed with at the business communication skills and enhance the ability
ofinteraction with others

Learning Outcome

- Applying for Leave, Job Application (Practical)
- Make use of Presentations, Mock Interviews, Mock Discussions for improving communication skill (Practical)
- Developing Notices, Agenda, Minutes of Meeting, Manuals (Practical)
- Able to read, write and interpret the Paragraph, Reading Comprehensions (Practical)
- Make use of Passages and Neuro Language (Practical)

List of Practical

- Applying for Leave, Job Application
- Presentations, Mock Interviews, Mock Discussions
- Developing Notices, Agenda, Minutes of Meeting, Manuals
- Paragraph Writing, Reading Comprehensions
- Passages, Neuro Language
- Applying for Leave, Job Application (Practical)
- Make use of Presentations, Mock Interviews, Mock Discussions for improving communication skill (Practical)
- Developing Notices, Agenda, Minutes of Meeting, Manuals (Practical)
- Able to read, write and interpret the Paragraph, Reading Comprehensions (Practical)
- Make use of Passages and Neuro Language (Practical)

Suggested ReadingsText Books

1. SIZZLERS Board of Editors Publishers: Manimekala Publishing House 39, Norh Chitrai Street, Madurai
2. Essentials of Business Communication - Rajendra Pal and J. S. Korlhalli - Sultan Chand & Sons, New Delhi.

3. Information Technology, NVEQ Level 3 – Class XI, IT301-NQ2012-Digital Literacy Student's Handbook

Reference Books

1. Business Communication (Principles, Methods and Techniques) Nirmal Singh - Deep & Deep Publications Pvt. Ltd., New Delhi.
2. Business Communication - Dr. S.V. Kadvekar, Prin. Dr. C. N. Rawal and Prof. Ravindra Kothavade - Diamond Publications, Pune.
3. Business Correspondence and Report Writing - R. C. Sharma, Krishna Mohan – Tata McGraw-Hill PublishingCompany

Limited, New Delhi.

Web Links

http://learnenglish.britishcouncil.org/en
https://www.duolingo.com/
http://www.bbc.co.uk/learningenglish
https://www.slideshare.net/FurrukhAliBaig/importance-of-communication-in-business
https://www.youtube.com/watch?v=I6IAhXM-vps
http://www.espressoenglish.net/wp-content/uploads/2012/02/Free-English-Grammar-eBook-Beginner.pdf
https://www.youtube.com/watch?v=_tG9YHeZT2A
https://www.youtube.com/watch?v=5tqu6r4Bmj8
https://www.youtube.com/watch?v=PIumypOgAfE

Course Title: Cross-Culture Management

Course Credit: 04 ((2-2-0)

Course No. MHR602   *Max. Marks: 100 (30I+70E)*

Objective

The objective of the course is to enable the students to develop the concept of diversity, cross-cultural and diversity issues and challenges and the benefits of diversity in the workplace.

Unit	Contents	Learning Outcomes
I	**Cross-Cultural Management:** Meaning and Concepts; Cross-Cultural Puzzle of Global Human Resource Management; Global Strategy and Culture; International and Cross-Cultural Research: Types and Critiques.	• Demonstrate an integrative understanding of the ethical and social issues in cross-cultural management and negotiation. • Understand the cultures at International level
II	**Work Behaviour and Management Values across Cultures:** National Culture Vs Organization Culture; Coping with cultural differences; Understanding socialization; International Ethics and Culture	• Understand the work behaviour and values across cultures at national and international level
III	**Cultural Diversity:** Meaning and Nature; Diversity and exclusion: A critical workforce problem; The importance of valuing diversity; Cultural Synergy; The challenge of work force- diversity	• Able to understand the cultural diversity at workplace • Written work that is clearly and logically presented, with evidence of persuasive arguments, culturally sensitive communication and linguistic accuracy.
IV	**Multinational Decision Making:** Diversity Management Programmes; Diversity Management in International Organizations: Women in International Management	• Work cohesively in a cross-cultural team and demonstrate understanding of problem solving strategies in diverse teams

| V | **Case Study** on Cross-Culture Management | • Incorporate theories, concepts and models relevant to the global and cultural context of an international business issue or case. |

Books Recommended Text Books

1. Thomas, D.C. (2008): Cross-Cultural Management: Essential Concepts, Sage, New Delhi.
2. Adler, N.J. (2007): International Organizational Behavior, Cengage Learning, New Delhi.

Reference Books

1. Michalle E. & Barak, M. (2014): Managing Diversity: Towards a Globally Inclusive Workplace, Sage, New Delhi.
2. Rohmetra, N. and Gupta, A. (2014): Cross-Cultural Management: Practice and Research, Primus Books, New Delhi.
3. Valsinger, J. (2007): Culture in Minds and Societies: Foundations of Cross Cultural Psychology, Sage, New Delhi.
4. Rohmetra, N. (2005): Cultural Paradigm in Managing People and Organisations, Excel Books, New Delhi.
5. Luthans, F. (2008): Organization Behaviour (11th Ed.), Tata Mc Graw Hill, New Delhi.
6. Newstorm & Davis, K. (2002): Organization Behavior-Human Behavior at Work (10th Ed.), Tata Mc Graw Hill, New Delhi.
7. Prasad, L.M. (2004): Organizational Behaviour (3rd Ed.), Sultan Chand, New Delhi.
8. Smith, P.B., Peterson, M.F. & Thomas, D.C. (2008): The Handbook of Cross Cultural Management Research, Sage, New Delhi.
9. Rohmetra, N., Gupta, V. and Sharma, D. (2004): Transformative Organizations Across Globe, Response Books, Sage India, New Delhi.

Course Title- Database Management System

Course Credit: 02 (2-0-0)

Course No. CSE602   *Max. Marks: 50 (15I+35E)*

Objectives

The aim of the course is to enhance the skills for developing web database applications, learn storage and indexing of data, integrate knowledge to databases and examine database concepts.

Unit	Contents	Learning Outcomes
I	**Introduction to Database System:** Basic concepts and definitions, Concept of files, record, data, information retrieval. Comparison between Conventional System and Database System, Classification of DBMS Users, Data dictionary, DBMS operations performed on DBMS System, Database Languages.	• Able to use fundamental concepts of DBMS and its application in different areas, storage, manipulation and retrieval of data using query languages
II	**Database System Concepts and Architecture:** Introduction, Schemas, Three Level of Architecture, Mappings, Data Independence: Logical data Independence, Physical data Independence, Classification of Database Management Systems.	• Able to use fundamental concepts of DBMS • Carry out application of DBMS in different areas
III	**Introduction to MS-Access:** Overview of Access - What is Access used for Access Basics	• Will be able to provide data/information in standard formats
IV	**Data Compiling in MS-Access:** Importing & Exporting the data to access Creating Tables - Using the Wizards in Access	• Establish and agree with appropriate people the data/information that is provided, the formats in which it is provided, and when it is provided • Provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time.

V	**Queries in MS-Access:** Join Function - Make Table query - Append Query - Update query - Cross tab query Forms & Reports in Access: Designing forms - Using Queries in forms - Using Macros in forms - Generating report using forms Project - 1 & Project –2	• Able to devise data models and query languages • Make storage, manipulation and retrieval of data using query languages • Review and use the knowledge and skill to devise data models and query languages

Books Recommended Text Books

1. Introduction to Data Management Systems by Atul Kahate, Pearson Education Pub
2. Fundamentals of Database Systems by Elmasri/Navathe/Adison Wesley

Reference Books

1. An introduction to database systems by C.J.Date, Adison Wesley
2. Fundamentals of Database Management System by Dr.Renu vig and ekta Walia – an ISTE, Publications.
3. Microsoft Access 2010 VBA Programming", Inside Out - Andrew Couch Materials from times Pro.

Web Links

https://www.youtube.com/watch?v=wez3fXrjBAE&list=PLmXKhU9FNesR1rSES7oLdJaNFgmuj0SYV

https://www.youtube.com/watch?v=BUE-XJEHp7g
https://www.youtube.com/watch?v=_PZAqojDEIw
https://www.youtube.com/watch?v=8PiD4awKjQw
https://www.youtube.com/watch?v=XQ6ixJc8Q_Y
https://www.swayamprabha.gov.in/index.php/program/archive/
16
https://www.swayamprabha.gov.in/index.php/program/archi
ve/5 http://cec.nic.in/E-Content/Pages/default.aspx

Course Title- Database Management System

Course Credit: 02 (0-0-2)

Course No. CSE602P   *Max. Marks: 50(35I+15E)*

Objectives

The aim of the course is to enhance the skills for developing web database applications, learn storage and indexing of data, integrate knowledge to databases and examine database concepts.

Learning Outcome

- Will be able to Creating Tables in MS-Access (Practical)
- Carry out the Use of Data Definition Commands (Practical)
- Apply the Data Manipulation Commands (Practical)
- Review knowledge, skill component and make use of Data Query Commands wherever applicable (Practical)
- Report the use of Joint Functions command (Practical)
- Ensure the Linking MS Access to frontend (Practical)

List of Practical:

1. Creating Tables
2. Data Definition Commands
3. Data Manipulation Commands
4. Data Query Commands
5. Joint Functions
6. Case Study of Schemas
7. Case Study- Mobile Based
8. Linking MS Access to frontend

Books Recommended

Text Books

1. Introduction to Data Management Systems by Atul Kahate, Pearson Education Pub

2. Fundamentals of Database Systems by Elmasri/Navathe/Adison Wesley

Reference Books

3. An introduction to database systems by C.J.Date,Adison Wesley
4. Fundamentals of Database Management System by Dr.Renu vig and ekta Walia – an ISTE, Publications.
3. Microsoft Access 2010 VBA Programming", Inside Out - Andrew Couch Materials from times Pro.

Web Links

https://www.youtube.com/watch?v=wez3fXrjBAE&list=PLmXKhU9FNesR1rSES7oLdJaNFgmuj0SYV
https://www.youtube.com/watch?v=BUE-XJEHp7g https://www.youtube.com/watch?v=_PZAqojDEIw
https://www.youtube.com/watch?v=8PiD4awKjQw https://www.youtube.com/watch?v=XQ6ixJc8Q_Y
https://www.swayamprabha.gov.in/index.php/program/archive/16
https://www.swayamprabha.gov.in/index.php/program/archive/5

http://cec.nic.in/E-Content/Pages/default.aspx

Course Title-Business Intelligence and Logical Analytics

Course Credit: 03 ((1-2-0)

Course No. CSE604   *Max. Marks: 100 (30I+70E)*

Objective

The course will aim to build the understanding of students about Business Intelligence and Logical Analysis so that they can get awareness about modern business analytics and decision making in organizations today

Unit	Contents	Learning Outcomes
I	**Introduction to Business Intelligence:** Framework for Business Intelligence – Intelligence Creation – Transaction Processing Versus Analytic Processing – Major Tools and Techniques of BI.	• Able to undertake central element in collecting, integrating, knowledge discovery of an organization's data • Thinking in a systematic and methodological way about Business Intelligence & Analytics issues;
II	**Data Warehousing** –Process – Architecture – Data Integration – Data Warehouse Development – Data Warehousing Implementation – Real Time Data Warehousing – Data Warehouse Administration.	• Understand the design and management of data warehouse (DW) and business intelligence (BI) systems
III	**Business Performance Management** – Strategize – Plan – Monitor – Performance Measurement – BPM Methodologies – Performance Dashboards and Scorecards.	• Understand the role of data in a business • Critique the role of information and analytics in supporting business processes and functions
IV	**Data Mining for Business Intelligence** – Concepts and Definition – Applications – Data Mining functionalities - clustering/classification/predictive - Process – Methods – Artificial Neural Networks – Data Mining Software Tools, Text and Web Mining – Concepts – Text Mining Applications – Process – Tools – Web Mining Overview – Web Content Mining and Web structure – Web usage Mining.	• Presenting the data in structured way to arrive and support the business decisions. • Studying the context within which the design of Business Intelligence & Analytics takes place
V	**Business Intelligence Implementation:** Integration and Emerging Trends – Implement BI – BI and Integration – Connecting BI systems to Databases and other enterprise systems – On – Demand BI – Issues of Legality, Privacy and Ethics – Emerging Topics in BI.	• Improve decision-making capabilities when you assess the business intelligence architecture and implement activities to improve decision-making capabilities. • Identifying the security and legal implications of Business Intelligence & Analytics applications.

Books Recommended Text

Book

1. Business Intelligence A Managerial Approach, Pearson Publications by Efraim Turban et al., 2012
2. Data Mining for Business Intelligence, Wiley Publication by Galit Shmueli et al., 2011

Reference Books

1. Business Intelligence: A Managerial Perspective on Analytics (3rd Edition). Pearson by Ramesh Sharda
2. Business Analysis for Business Intelligence 1st Edition. Auerbach Publications by Bert Brijs
3. Data Warehousing For Dummies by Thomas C. Hammergren
4. Business Intelligence For Dummies by Swain Scheps

Web Links

http://cs.ulb.ac.be/public/_media/teaching/infoh415/dwnotes.pdf

http://ptgmedia.pearsoncmg.com/images/9780133552188/samplepages/0133552187.pdf

Course Title- Accounting & Finance for BPS

Course Credit: 03 (1-2-0)

Course No. MFM602   *Max. Marks: 100 (30I+70E)*

Objective

The objective of this course is to expose the learner to the concept and methods of financial and management accounting. Focus will be on developing the understanding of accounting norms and principle.

Unit	Contents	Learning Outcomes
I	**Introduction:** Financial Accounting-definition and Scope, objectives of Financial Accounting, Accounting v/s Book Keeping Terms used in accounting, users of accounting information and limitations of Financial Accounting.	• Able to record and report the financial transactions of the business. • Know and apply accounting and finance theory.
II	**Conceptual Frame work:** Accounting Concepts, Principles and Conventions, Cooperate accounts-share capital, overview of corporate accounting.	• Demonstrate an understanding of the context within which Management Accounting is used for planning and control purposes • Explain and apply international accounting standards.
III	**Recording of transactions:** Accounting Process, Journals, Subsidiary Books, Ledger, Cash Book, Trial Balance.	• Preparing accounting information for planning and control and for the evaluation of finance. • Prepare ledger accounts using double entry bookkeeping and record journal entries accordingly • Explain the purpose of double entry system to understanding the accounting system properly. Preparation of ratification errors.
IV	**Depreciation:** Meaning, need & importance of depreciation, methods of charging depreciation, Costing and pricing	• Prepare cost estimates using appropriate assumptions. • Preparing financial statements in accordance with appropriate standards.
V	**Preparation of final accounts:** Preparation of Trading and Profit & Loss Account, Understanding of final accounts of a Company, Computerised Accounting: Computers and Financial application, Capital budgeting, BPO specific Financial Metrics	• Critically evaluate financial statement information. • Evaluate and compare different investments.

Recommended Books Text

Book

1. E-Book: http://www.textbooksonline.tn.nic.in/Books/11/Std11-Acct-EM.pdf
2. E-Book: http://www.targetpublications.org/download/11-commerce/std-11-book-keeping-and-accountancy.pdf
3. Book Keeping and Accounting by Aggrawal

Reference Books

1. Fundamentals of Accounting & Financial Analysis: By Anil Chowdhry (Pearson Education)
2. Financial accounting: By Jane Reimers (Pearson Education)
3. Accounting Made Easy By Rajesh Agarwal & R Srinivasan (Tata McGraw –Hill)
4. Financial Accounting For Management: By Amrish Gupta (Pearson Education)
5. Financial Accounting For Management: By Dr. S. N. Maheshwari (Vikas Publishing House)

Web Links

1. https://schools.aglasem.com/15181
2. https://www.swayamprabha.gov.in/index.php/program/archive/16
3. https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Title- Human Values & Professional Ethics

Course Credit: 02(2-0-0)

Course No: OAE-101   Max. Marks: 100 (30I+70E)

"Human Value & Professional Ethics"

with the focus on human integrity, responsibility towards society, empathy . . .

Preamble.

It is practice to introduce this topic with western perspective. The normal practice is to define as **Human values** are the virtues that guide us to take into account the **human** element when we interact with other **human** beings. **Human values** are, for example, respect, acceptance, consideration, appreciation, listening, openness, affection, empathy and love towards other **human** beings.

I may suggest to consider to introduce this course on "Human Value & Professional Ethics" from the perspective of India's knowledge and cross-cultural practices. There are ample short stories to understand Values for self and others (the whole eco-system - human beings, animals and nature).

In Yoga Sutra by Maharshi Patanjali Values and Ethics are defined holistically as eight limbs of Yoga describing a set of observances and practices to guide physically, emotionally, socially and spiritually.

यम नियम आसन प्राणायाम प्रत्याहार धारणा ध्यान समाधयोऽष्टावङ्गानि ॥ २.२९ ॥

1. *Yama*: Correct behavior toward others. Yama relates to behaviour towards society.

अहिंसा सत्य अस्तेय ब्रह्मचर्य अपरिग्रहा यमाः ॥ २.३० ॥

a. Nonviolence
b. Truthfulness
c. Not stealing
d. Not wasting energy
e. Abstaining from greed

2. ***Niyama***: The principles by which you should live your own life

शौच संतोष तपः स्वाध्याय ईश्वरप्रणिधानानि नियमाः ॥ २.३२ ॥

   a. Purity
   b. Contentment
   c. Spiritual observances
   d. Study
   e. Devotion

3. ***Asana***: The seat of consciousness; the yogi's seat and postures to prepare the body.

4. ***Pranayama***: Expanding the life force through breathing exercises.

5. ***Pratyahara***: Turning the senses inward to explore the inner universe.

6. ***Dharana:*** Effortless focused attention; training the mind to meditate.

7. ***Dhyana***: A continuous flow, meditation perfected.

8. ***Samadhi***: Unity with the Divine.

Rest six concern self-health, self-control (संयम) and meditation for tranquillity.

The best way to explain Human Values and Professional Ethics may be to introduce Bhagavad Gita, Vidur Niti, Chanakya Niti etc as case studies.

I agree that students should know some English terms, but real practicing values may be imparted with selective introduction to Indian Knowledge Tradition. There may be case studies for in-class discussion / group discussion on Values and Ethics as described in Bhagavad Gita, Vidur Niti, Chanakya Niti. These may be easily internalised and practiced.

Here are some other sutras of Vidura Niti

• Do not inhabit a country (workplace) where you are not respected, cannot earn your livelihood, have no friends, or cannot acquire knowledge. (1.8)

• Do not reveal what you have thought upon doing, but by wise counsel keep it secret, being determined to carry it into execution. (2.7)

• Consider again and again the following: the right time, the right friends, the right place, the right means of income, the right ways of spending, and from whom you derive your power. (4.18)

• A wise man should not reveal his loss of wealth, the vexation of his mind, the misconduct of his own wife, base words spoken by others, and disgrace that has befallen him. (7.1)

Similarly, one may find examples from Chanakya Niti. As above, transpose organization over country / kingdom; transpose team lead over king;

Moreover, Instructions and discussions should be in mixed mode of English and Hindi for

benefit of admitted students mainly from Hindi speaking regions and perhaps High school / higher secondary education in Hindi medium. Values and Ethics will be practiced throughout life.

Objectives:

At the end of course students will attain

- Understanding of Human values for self (NiYama), and for interaction with outer world (Yama).
- Ability to exhibit Professional Ethics in performing a professional task with excellence – योगःकमयसु कौशलम्.
- Understanding of Professional Ethics that demands to see the unseen with emphasis on Sustainable development / eco-friendly implementation of the task.
- Ability to work in team with human values and professional ethics

UNIT I: Human Values-1

Morals, **Values** (Niyam): -Understanding values, Types of values, Role of tracking values for individual & social wellbeing. And Ethics (Yama):
Integrity: - Understanding integrity and role of integrity in social harmony –Trustworthiness Work **Ethics** – Service-Learning – Civic Virtue – Respect for others – Living Peacefully –Caring – Sharing. Honesty: -Understanding honesty and its role in personal and social –Courage – **Value** Time. Co-operation: -Understanding cooperation and significance of cooperation its family, work team and social cohesiveness, wellbeing and development – Commitment.
Tutorial Module: Rational Behavior versus Ethical Behavior: Case Studies (from Yoga-Sutra, Bhagwat Geeta, Panchatantra, Autobiography of Mahatma Gandhi) or any other literatures.

UNIT II: Human Values-2

Empathy: Basic Concept on Empathy– Self-confidence – Spirituality- Character.
Truthfulness: - Understanding truthfulness, need for truthfulness and role of truthfulness in relationship, social interaction, integrity, faiths & dependence – Customs and Traditions -Value Education – Human Dignity – Human Rights – Fundamental Duties – Aspirations and Harmony (I, We & Nature) – Gender Bias
– Emotional Intelligence– Emotional Competencies – Conscientiousness.

Being, body, brain & mind: - Effective & efficient use of body, brain and mind is personal and social well being

Value Judgments, Facts & Values, how values are justified, Aesthetics, Selection of Values, Universal Values, Human Values, Value Education

Tutorial Module: Empathy and its types: Case Studies from Yoga-Sutra, Bhagwat Geeta, Panchatantra, Autobiography of Mahatma Gandhi or any other literature.

UNIT III: Professional Ethics aiming at excellence and Harmony

Value Based Life and Profession, Professional Ethics and Right Understanding, Competence in Professional Ethics, Issues in Professional Ethics – The Current scenario.

Positive and constructive dynamism of power, politics and leadership.

Tutorial Module: Ethical decision making: Case Studies (from Yoga-Sutra, Bhagwat Geeta, Panchatantra, Autobiography of Mahatma Gandhi or any other literature)

UNIT IV: Professional Ethics: Global Prospective.

Globalization and MNCs –Cross Culture Issues – Business Ethics – Media Ethics – Environmental Ethics Endangering Lives – Bio Ethics – Computer Ethics – War Ethics

Tutorial Module: Ethics and Social Networks: Case Studies (from Yoga-Sutra, Bhagwat Geeta, Panchatantra, Autobiography of Mahatma Gandhi or any other literature)

UNIT V: Duties and Rights in Profession

Concept of Duty – Professional Duties – Collegiality – Techniques for Achieving Collegiality – Senses of Loyalty – Consensus and Controversy – Professional and Individual Rights – Confidential and Proprietary Information – Conflict of Interest-Ethical egoism – Collective Bargaining – Confidentiality – Gifts and Bribes, Plagiarism

Tutorial Module: Ethics in Corporate: Case Studies (from Yoga-Sutra, Bhagwat Geeta, Panchatantra, Autobiography of Mahatma Gandhi or any other literature)

REFERENCES:

1. **New Approaches in Ethics for the Caring Professions: Taking Account of Change for Caring Professions 2005 Edition,**
   by Richard Hugman
   Publisher: Red Globe Press; 2005 edition (9 July 2018)

2. *Rethinking Values and Ethics in Social Work 1st ed. 2017 Edition, Kindle Edition*
   by Richard Hugman (Author), Jan Carter (Author)
   Publisher: Red Globe Press; 1st ed. 2017 edition (16 September 2017)

3. **Professional Ethics and Human Values** Paperback – 2015
   by A. Alavudeen (Author), R. Kalil Rahman (Author), M. Jayakumaran (Author)
   Publisher: Laxmi Publications; First edition (2015)

4. **A Foundation Course in Human Values and Professional Ethics** Paperback – 30 Apr 2010by R.R. Gaur (Author), R. Sangal (Author), G.P. Bagaria (Author)
   Publisher: Excel Books (30 April 2010)

5. *Living Issues in Philosophy (9th Edition) (1995)*
   By: Titus, Smith and Nolan
   Publisher: Oxford University Press, New York

6. *Foundation of Ethics and Management*
   By: B P Banerjee
   Publisher: Excel Books, 2005

Assessment Methodology
- Self Assessment
- Peer Learning
- Assessment Rubries for Behavioral Skills

- Pedagogy:
- Case study based & Group Discussion.

Suggested reading:

1. Case Study: https://whitneyhess.com/blog/2012/08/21/on-empathy-and-apathy-two-case-studies/Book: De Gruyter - Speaking of Emotions: Conceptualisation and Expression (edited by Angeliki Athanasiadou, Elzbieta Tabakowska)
2. Book: To Kill a Mockingbird - Lee Harper
3. Book: Take A Walk In Someone Else's Shoes by Bethany Morlan
4. A paper on 'University Students' Value Priorities and Emotional Empathy': file:///C:/Users/Dell/Desktop/University_Students_Value_Priorities_and_Emotiona.pdf
5. Research paper on 'Empathy as Added Value in Predicting Donation Behavior': file:///C:/Users/Dell/Desktop/wp_10_692.pdf
6. Decety J and Jackson PL. 2004. The functional architecture of human empathy. Behavioral and cognitive neuroscience reviews 3(2):71-100.
7. Klimecki OM1, Leiberg S2, Ricard M2, Singer T3. Differential pattern of functional brain plasticity after compassion and empathy training. Soc Cogn Affect Neurosci. 2014 Jun; 9 (6): 873-9.
8. A paper on 'The Science of Empathy' - https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5513638/
9. A paper on 'The Psychology of Emotional and Cognitive Empathy' - https://lesley.edu/article/the-psychology-of-emotional-and-cognitive-empathy
10. Links on the latest research and reviews on articles related to empathy - https://www.nature.com/subjects/empathy

Suggested videos/movies (English/Hindi)

1. The Boy in the Striped Pyjamas (an English movie based on the novel by the same name by John Boyne)
2. Chhapaak (an Indian movie about how a young woman tries to rebuild her life after a man throws acid in her face on a public street in New Delhi in 2005)
3. George Lucas Educational Foundation – Edutopia – 3 videos on the importance of empathy - https://www.edutopia.org/blog/3-videos-importance-empathy
4. The actor, Mark Ruffalo, and Murray (from Sesame Street) talk about the word "Empathy" - https://www.youtube.com/watch?v=9_1Rt1R4xbM
5. http://theconversation.com/understanding-others-feelings-what-is-empathy-and-why-do-we-need-it-68494
6. https://www.verywellmind.com/what-is-empathy-2795562

"The Present" is a thesis short from the Institute of Animation, Visual Effects and Digital Postproductionat the Filmakademie Baden-Wuerttemberg in Ludwigsburg, Germany. - https://www.youtube.com/watch?v=96kI8Mp1uOU

SEMESTER V

Course Title- Consumer Affairs

Course Credit: 02(2-0-0)

Course No. AEC703   *Max. Marks: 100 (30I+70E)*

Objective

To familiarize the students with their rights and responsibilities as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights.

Unit	Contents	Learning Outcomes
I	**Conceptual Framework -** Concept of Consumer, Liberalization and Globalization, E-Commerce with reference to Indian Market, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP), Fair Price, GST.	• Provides an understanding of the procedure of redress of consumer complaints
II	**The Consumer Protection Law in India-** Consumer goods, defect in goods, spurious goods and services, service, deficiency in service, unfair trade practice, restrictive trade practice	• Comprehensive understanding about the existing law on consumer protection in India.
III	**Unit III: Grievance Redressal Mechanism under the Indian Consumer Protection Law** Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Disposal of cases, Relief/Remedy available.	• Aware of the basic procedures for handling consumer dispute.
IV	**Role of Industry Regulators in Consumer Protection:** Banking: RBI and Banking Ombudsman; Insurance: IRDA and Insurance Ombudsman; Telecommunication: TRAI; Food Products: FSSAI; Electricity Supply: Electricity Regulatory Commission; Real Estate Regulatory Authority	• Conversant with major international instruments on consumer protection • Provides an understanding OF the role of different agencies in establishing product and service standards
V	**Contemporary Issues in Consumer Affairs:** Misleading Advertisements and sustainable consumption, National Consumer Helpline, Role of BIS, Indian Standards Mark (ISI), Ag-mark, Hallmarking, Licensing and Surveillance; Role of International Standards: ISO an Overview	• Able to appreciate theemerging questions and policy issues in consumer law for future research.

*Books Recommended Text
Book*

    1. *Consumer Affairs,* Universities Press. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. (2007)

Suggested Readings

    1. *Consumer Protection Law Provisions and Procedure,* Deep and Deep Publications Pvt Ltd. Choudhary, Ram Naresh Prasad (2005).
    2. *Globalisation and Consumerism: Issues and Challenges*, Regal Publications. By G. Ganesan and M. Sumathy. (2012).
    3. Consumer Protection in India: Issues and Concerns, IIPA, New Delhi by Suresh Misra and Sapna Chadah (2012).
    4. *Consumer is King,* Universal Law Publishing Company by Rajyalaxmi Rao (2012),
    5. *Consumer Right for Everyone* Penguin Books by Girimaji, Pushpa (2002).
    Web Links

    1. https://www.swayamprabha.gov.in/index.php/program/archive/6

Course Title-Career Preparation and Talent Management

Course Credit: 02 (2-0-0)

Course No. MHR701　　　　　　　　　　　　　　　　*Max. Marks: 100 (30I+70E)*

Objective

The aim of the course is to enable and empower students to take right decisions, without fear and shall remove the state of uncertainty

Unit	Contents	Learning Outcomes
I	**Skill Set Requirement:** for Skill set requirement for Entry level careers in various service sectors like IT, ITES, Private Education, Banking, Insurance, Logistics, Health services.	• Awareness about the required skill in entry level of the careers
II	**Career preparation:** Assessing relevant education and skills, Self awareness and Personality types, CV Preparation, Job description and Job specifications, Preparing for interviews- types of interviews	• Develop the CV according to job description and job specification
III	**Aptitude assessment:** Analytical, Mental, English and Domain knowledge.	• Understand the role and importance of analytical skills
IV	**Talent management:** Meaning and process, Source and pre-adjustment, Talent acquisition strategy, key performance indicators.	• Learn best practices for key talent management processes. • Learn how to incorporate the Individual Development Plan (IDP) with employees.
V	**Career development task:** Personal values and goals, understanding world of work, Career alternatives, career planning & development, succession planning, tax planning.	• Understanding about the various plan that are need for career growth and planning • Improve areas of professional development in a measurable way.

*Books Recommended Text
Book*

    1. Career Preparation and Talent Management, Oviya Publication, Coimbatore, Dr. Vimala, A., (2016).

Reference Books

    1. Falling Forward: Turning Mistakes into Stepping Stones for Success by John C Maxwell
    2. Career Planning and Succession Management: Developing Your Organization's Talent--for Today and 3. Tomorrow by by William J. Rothwell (Author), Robert D. Jackson (Author), Shaun C. Knight (Author), John Lindholm (Author)

Web Links

    https://shrm.org/learningandcareer/career/pages/career-preparation-and-planning.aspx
    http://www.en.synerion.co.il/qanda

https://www.thebalance.com/what-is-talent-management-really-1919221
https://www.novascotia.ca/psc/pdf/hrCentre/resources/talentManagement/TM_Process_Guide.pdf

http://www.en.synerion.co.il/download_case_studies
https://www.bing.com/videos/search?q=talent+management+videos&qpvt=talent+management+videos&view=detail&mid=E279E17F7753BDD88047E279E17F7753BDD88047&&FORM=VRDGAR

https://www.bing.com/videos/search?q=talent+management+videos&qpvt=talent+management+videos&view=detail&mid=55405E5BB7C2FE37F6A255405E5BB7C2FE37F6A2&&FORM=VRDGAR

https://www.youtube.com/watch?v=R7MYMVTQ_rg

SEMESTER VI

Course Title-Project Management

Course Credit: 04 (3-1-0)

Course No. MGM702   *Max. Marks: 100 (30I+70E)*

Objectives

To know the importance of project management how to approach successfully; To understand the project management design, development, and deployment.

Unit	Contents	Learning Outcomes
I	**Project Management:** Project, Introduction to Project Management, Objective of Project Management, Project Characteristics, Classification of Projects; The Project Life Cycle, Phases of Project Management Life Cycle, Project Management Processes.	• Will help the students to identify the key performance metrics for success of project
II	**Project Planning and Execution:** Project Identification Process, Project Initiation, Project Planning, Need of Project Planning, Project Planning Process, Feasibility Study, Project Break-even point	• Help in understanding interpersonal issues for driving successful project outcomes • To make them understand the feasibility analysis in Project Management and network analysis tools for cost and time estimation
III	**Project Execution & Termination:** Project Execution, Project Close-out, Steps for Closing the Project, Project Termination, Project Follow-up	• Understand the common issues that arise in projects practice project management tools and techniques. • Understand the concepts of Project Management for planning to execution of projects.
IV	**Project Controlling:** Project Performance Measurement, Project Performance Evaluation, Benefits and Challenges of Performance Measurement and Evaluation, Controlling the Projects, Work Breakdown Structure	• Develops the competencies, skills for planning and controlling projects. • To enable them to comprehend the fundamentals of Contract Administration, Costing and Budgeting.
V	**Project Network and Benefit Analysis:** Development of Project Network, PERT, CPM Model, Project Management Information System, Social Cost Benefit Analysis, Steps for Project Success, Case Studies in Project Management	• Develop strategies to initiate, plan, execute, monitor and control, and close projects in business environments.

Books Recommended Text Books

1. Projects, 7th edition, Tata Mc Graw Hill **by** P. Chandra

2. Textbook of Project Management. MacMillan. Ramamoorthy VE. 2005.

Suggested Readings:

1. Project Management, Tata Mc Graw Hill by S. Chaudhary:
2. Project Management, Vikas publishing house. By Bhavesh M Patel, 2000.
3. Project Management, Himalaya publishing house. By Ramaraju Thirumalai, 2002.
4. Project Management, 2nd edition, Pearson Education by Jeffery K. Pinto 2012.
5. Project Management. New Age. By Gopal Krishan P & Nagarajan K. 2005.

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16
2. https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Title-Research Methodology

Course Credit: 04 (3-1-0)

Course No. MGM701   *Max. Marks: 100 (30I+70E)*

Objective

The objective of this course is to develop an understanding of research methodology. The focus will be on process and techniques of research.

Unit	Contents	Learning Outcomes
I	**Introduction to Research:** Meaning, Objectives, Understanding the language of research - Concept, Construct, Definition, Variable. Research Process	• Develop understanding on various kinds of research, objectives of doing research, research process, research designs and sampling.
II	**Research Design:** Features of a good research design – Exploratory Research Design – concept, types and uses, Descriptive Research Designs - concept, types and uses. Experimental Design: Causal relationships, Concept of Independent & Dependent variables	• Understand and apply basic research methods including research design, data analysis, and interpretation.
III	**Qualitative and quantitative research:** Qualitative research - Quantitative research – Concept of measurement, causality, generalization, replication. hypothesis testing; parametric and non-parametric tests	• Have basic knowledge on qualitative research techniques • Development of testable hypotheses, differentiate research design and/or statistics, evaluate aptness of research conclusions, and generalize them appropriately.
IV	**Measurement:** Concept of measurement; Validity and Reliability; Levels of measurement - Nominal, Ordinal, Interval, Ratio; Attitude Scaling Techniques, Concept of Scale – Rating Scales viz. Likert Scales, Semantic Differential Scales, Constant Sum Scales, Graphic Rating Scales – Ranking Scales – Paired Comparison & Forced Ranking.	• Have adequate knowledge on measurement & scaling techniques as well as the quantitative data analysis • Demonstrate familiarity with major concepts, theoretical perspectives, empirical findings, and historical trends

V	**Types of Data and Report Writing:** Secondary Data - Definition, Sources, Characteristics, Primary Data - Definition, Advantages and disadvantages over secondary data, Observation method, Questionnaire Construction, Personal Interviews, Telephonic Interview, Mail Survey, Email/Internet survey, Interpretation of Data and Report Writing - Layout of a Research Paper	• Use research data to formulate or evaluate new research questions, using reason and persuasion in a logical argument.

Books Recommended Text
Books

1. Research Methodology - C.R.Kothari

Reference Books

1. Business Research Methods, Thomson Learning, Bombay. By Millian G. Zikmund,
2. Business Research Methods, Tata McGraw Hills, New Delhi. By Donald R-Cooper and Pamels Schindler,
3. Millian J. Geode & Paul K. Hatl, Methods in Research, McGraw Hills, New Delhi.
4. Business Research Methods - Donald Cooper & Pamela Schindler, TMGH, 9th edition.
5. Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press.

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16
2. https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Title- Management Information System

Course Credit: 04 (3-1-0)

Course No. CSE701   *Max. Marks: 100 (30I+70E)*

Objective

The objective of this course is to develop an understanding and utility of MIS. The focus will be on imparting knowledge of the basic concepts, development, functions and usage of MIS.

Unit	Contents	Learning Outcomes
I	MIS – Definition – features – steps in implementation of MIS – need for information – information system and decision making – MIS as competitive advantage MIS structures.	• Knowledge in Management Information Systems.
II	Managing MIS in Organization: IT interaction model, Challenges for the manager- information to build- Spending on information systems - level of capabilities of information systems- centralized services- security levels - technology road map for the organization of MIS	• Identify and analyze requirements for information systems.
III	System development Life cycle – Prototyping – Rapid application development – System analysis and design – Steps – Tools – Testing – Post implementation – Evaluation – System maintenance – System Quality Control.	• Understand and apply system development & project management principles
IV	Decision support systems – Group decision support systems – Business environment – Teleconferencing – Features components – Structures – EIS – Artificial intelligence - Case Study on DSS	• Effectively evaluate technology alternatives to solve problems in an MIS context.

V	MIS-strategic information systems - MIS for specific functions — production — finance — personnel -marketing - inventory applications-managing international information systems- global strategies- managing global systems, challenges; Case Study on MIS	• Effectively communicate to both business and IT professionals.

Books Recommended Text

Books

1. Management Information Systems, Sultan Chand & Sons,2005 by L.M.Prasad, Usha Prasad-
2. Management Information System, Tata McGraw Hill - 2002 by Gerald.V. Post, David L Anderson

 Reference Books

1. Management Information System, S.Chand & Company, 2000 by A.K.Gupta,
2. Management Information System, Tata McGraw Hill, 2002 by James O.Brien,
3. Management Information System, Prentice Hall by Kenneth.C.Laudon, Jane.P. Laudon

Web Links

1. https://www.swayamprabha.gov.in/index.php/program/archive/16
2. https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Title- Introduction to Operations Research

Course Credit: 04 (3-1-0)

Course No. MGM602   *Max. Marks: 100 (30I+70E)*

Objective

The objective of this course is to acquaint the learner with the applications of some important Operations Research techniques. Focus will be on understanding the use of these techniques in solving business problems.

Unit	Contents	Learning Outcomes
I	**Operations Research:** Evolution, methodology and role in managerial decision making; Linear programming: Meaning, assumptions, advantages, scope and limitations;	• Identify and develop operational research models from the verbal description of the real system • Describe the basic concepts of convex analysis and explain the theoretical foundations of various issues related to linear programming modelling
II	**Graphical and Simplex Methods:** Formulation of problem and its solution by graphical and simplex methods	• Formulate real-world problems as a linear programming model and describe the theoretical workings of the graphical and simplex method, demonstrate the solution process by hand and solver • Understand the mathematical tools that are needed to solve optimisation problems
III	**Transportation and Assignment Problems:** Transportation problems , assignment problems including traveling salesman's problem	• Formulate specialized linear programming problems, namely transportation and assignment problems and describe theoretical workings of the solution methods for transportation and assignment problems, demonstrate solution process by hand and solver
IV	**PERT/CPM**: Difference between PERT and CPM, network construction, calculating EST, EFT, LST, LFT and float	• To do Critical analysis of project schedule and analyzing the cost-time trade-offs in the context of a project network. • To develop mathematical models associated with network flows and related real life applications

V	**Decision Theory and Simulation:** decision making under uncertainty and risk, decision trees, Game theory, pure and mixed strategy games; Simulation; meaning, process, advantages, limitations and applications.	• Develop a report that describes the model and the solving techniques and propose recommendations in language understandable to the decision making in Management

Books RecommendedText
Books

    1. Quantitative Techniques in Management; Tata McGraw Hill Publishing Company Ltd., New Delhi. By Vohra, N.D.
    2. Operations Research: Theory and Applications, Macmillan India Ltd, New Delhi. Sharma, J.K.,

Reference Books

    1. Operations Research, Prentice Hall of India, N.Delhi.by Paneerselvam,
    2. Operations Research: An Introduction, Prentice Hall of India, N.Delhi. by Taha,
    3. Operations Research, Vikas Publishing House, New Delhi. By Kalavathy,
    4. Introduction to Management Science. Prentice Hall. By Cook TM & Russell RA. 1989.
    5. Principles of Operation Research. Prentice Hall. By Wagner HM. 2005.
    6. Operations Research; Sultan Chand & Sons, New Delhi. By Kapoor, V.K.,

Web Links

https://www.swayamprabha.gov.in/index.php/program/archive/16
https://www.swayamprabha.gov.in/index.php/program/archive/5

Course Title: Banking & Insurance for Business Process Services

Course Credit: 03 (2-1-0)

Course No. MBF702   *Max. Marks: 100 (30I+70E)*

Objective

To provide an overview of banking functions and retail banking products & give detailed understanding of insurance types and non-life insurance processes

Unit	Contents	Learning Outcomes
I	Introduction: Overview of banking sector; Reserve Bank of India: Functions, Monetary and Credit Policy- its evaluation; Indian Money Market, Constituents. Commercial Banks - functions –Central Banking- Functions.	• Able to understand the banking operations and its functioning • Understand the concept of e-banking and the agencies involved in international funding
II	Overview of banking, Functions and products of Banks-Liabilities-Deposits-Asset-Loans and advances-payments. Indian financial market	• Capable of handling the customers with banking related issues • Understand the various type of product available at banks
III	Types of Insurance, Companies-Business units in an Insurance company; Insurance Regulators – India, UK, USA; Reinsurance concept. Insurance Generic Overview-Purpose and Need of Insurance.	• Understand the type and need for insurance
IV	Life Insurance -Insight to Insurance-Important terminologies in a Life Insurance Policy-Parties in a Life Insurance Policy-Individual Life Insurance Plans. Health Care Insurance-Key challenges of Health Care Industry-Health Care Eco System-Health Care regulations and standards;	• Understand the Various Types of Insurance and their claim process • Will provide the support for Process of health insurance claims
V	Property and Casualty Insurance-Non-Life Insurance Concepts; Hazards, Perils, Catastrophe, Property Damage & Business Interruption	• Will provide the support for Process of various non-life insurance claims

Books RecommendedText
Books

    1. Banking, Risk and Insurance Management, Vikas Publishing, by N.R. Mohan Prakash
    2. 1. International Banking And Finance, (1st ed.) , Himalaya, Publishing House by OP Agrawal(2008)
    3. Principles & Practices of Banking

4. 2. Financial Services- Text, Cases and Strategies, Published by Deep & Deep Pvt. Ltd., New Delhi by P.M. Rao (2002)

Reference Books

1. International Business Law: A Comprehensive Approach, Cengage Learning, New Delhi. By Schaffer, Agusti & Earle (2009):

2. Insurance and Risk Management, Galgotia Publishing Company by Dr. Sunil Kumar

3. Principles of Risk Management and Insurance, Pearson, by E. Rejda George, McNamara Michael

4. Insurance Management, New Age International Publishers, Anand Ganguly

5. Fundamentals of Offshore Banking- How To Open Accounts Almost Anywhere, (1st ed.), Pratzen Publishing by Walter Tyndale (2009)

6. Principles & practices of Banking, Macmillan India Limited by A M Arondekar, O.P. Agarwal, Dr. On karNath, P. S. Khandelwal

7. Accounting & Finance for Bankers, Macmillan India Limited by S.K. Dutta, P.S.R. Prasad, A.D. Bhorkar, S.D. Bargir:

8. Legal Aspects of Banking Operations, M/s Macmillan India Limited by K.D. Zacharias, C.P. Ravindranath, P.R. Kulkarni, B. Gopalakrishnan

9. General Bank Management, M/s Macmillan India Limited by GaurangVasavada, Dr. Sharad Kumar, Dr. S.UpendraRao, Dr. SatishPai (2005)

Web Links

https://www.bing.com/videos/search?q=banking+videos&qpvt=banking+videos&view=detail&mid=38591D9144EA8D481D6E38591D9144EA8D481D6E&&FORM=VRDGAR

https://www.bing.com/videos/search?q=banking+vedios&view=detail&mid=04287CF1B2EFEB6CBE3404287CF1B2EFEB6CBE34&FORM=VIRE

https://www.bing.com/videos/search?q=banking+vedios&&view=detail&mid=A122FAAB5E0BB247FB9AA122FAAB5E0BB247FB9A&&FORM=VDRVRV

https://www.youtube.com/watch?v=E-HOz8T6tAo
https://www.youtube.com/watch?v=fLBZb_v0ewM
https://www.youtube.com/watch?v=I6gzoXIiUmA
https://www.youtube.com/watch?v=Ce3A8l7LHMc
https://www.youtube.com/watch?v=Lyk3B7wR4Hw
https://www.youtube.com/watch?v=gNmPNHuljxU
https://www.youtube.com/watch?v=iGyCqzpFCwE

Course Title- Foreign Language French

Course Credit: 03(2-1-0)

Course No. ENG701   Max. Marks: 100 (30I+70E)

Objective: To familiarise the students with basics of foreign language so as to enhance the effectiveness of their work associated with other economies.

Unit-1 Vocabulary & written expression: Les accents, les salutations. Grammar : Les pronoms sujets, les verbes être et avoir, les jours de la semaine. Oral / Situation: to be given by concerned teacher.

Unit-2 Vocabulary & written expression : Se présenter, les nombres cardinaux, Les mois de l'année.

Unit-3 Vocabulary & written expression: Présenter quelqu' un, L'expression de temps. Grammar: Les verbes du deuxième groupe, l'article défini, Pluriel des noms Oral / Situation: Présentez votre ami(e), votre famille.

Unit-4 Vocabulary & written expression: Demander l'identité d'un objet ou personne, les verbes aller et venir. Grammar: Négation, L'interrogation << Qu'est- ce que c'est?>> ; <>; Féminin et pluriel des adjectifs. Oral / Situation: Décrivez votre personalité et votre ville. Simple translation and Comprehension based on simple text.

Unit-5 Les verbes du premier groupe, l'article indéfini. Oral / Situation: Présentez-vous.

(Practical)

- Role-playing of different situations
- Understanding questions
- Conversation
- Picture composition

Project

- Identification verbs
- Days of the week
- Month of the year
- Nationalities in French
- Parts of the body

Books Recommended:

- .Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entrainez vous" level debutant
- Parlez à l'hotel by A. Talukdar
- A Votre Service 1
- French for Hotel and Torism Industry by S.Bhattacharya

Web Links

https://www.swayamprabha.gov.in/index.php/program/archive/1

Course Title- Environmental Studies

Course Credit: 02 (2-0-0)

Course No: OAE-102   Max. Marks: 100 (30I+70E)

Objective

To create awareness between the students about our ecosystem, related problems and our role in that.

The course also aim to encourage students to solve the environment related problems

Learning Outcomes

1. By the end of the course Students will think on ecosystem and environment problems; make other people aware about environment problems

Unit 1: (LO –1) **Multidisciplinary nature of environmental studies:** Natural Resources, Natural resources and associated problems; Forest, Water, Mineral, Food, Energy, Land resources; soil erosion and desertification; Role of an individual in conservation of natural resources.

Unit II - (LO –1) **Ecosystems:** Ecosystem: Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession; Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystem.

Unit III - (LO –1) **Biodiversity and its conservation:** Ecosystem diversity; Biogeographical classification of India; Value of biodiversity; Biodiversity at global, National and local levels; India as a mega-diversity nation; Threats to biodiversity; Conservation of biodiversity.

Unit IV - (LO –1) **Environmental pollution**: Types, causes, effects and controls; Air, water, soil and noise pollution, Nuclear hazards and human health risks; Swach Bharat Abhiyan, Solid waste management.

Unit V - (LO –1) **Fundamentals:** Global warming, Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act.

Field work

1. Visit to a local area to document environmental assets river/forest/grassland/hill/mountain
2. Visit to a local polluted Site-Urban/Rural/Industrial/Agricultural
3. Study of common plants, insects, birds.
4. Study of simple ecosystems-pond, river, hill slopes, etc.

Recommended Books Text

Books

E- book: https://ugc.ac.in/oldpdf/modelcurriculum/env.pdf

Reference Books

1. Industrial Safety and Health management" Pearson Prentice Hall,2003 by C. Ray, Asfahl
2. National Safety Council, "Accident Prevention Manual for Industrial Operations", N. S. C. Chicago, 1988.
3. Industrial Accident Prevention" McGraw-Hill Company, New York,1980 by Heinrich H

GUIDELINES FOR PROJECT REPORT

1. The students of the B.Voc. Program shall be required to submit the PROJECT REPORT, duly typed and duly signed by the Training Supervisor of the respective organizations in which they undergo training for OJT in Semester 6th to the office of Skill Department of Management Studies
2. The organization for training of the student shall be duly approved by the Director/Dean/ Coordinator and it shall be the sole responsibility of the student to verify the antecedents of the organization, to verify its authenticity, appropriateness, worthiness, usefulness, capability and fitness for the purpose of imparting training.
3. The students should normally undertake a Project during their training tenure with the consent of the Training Supervisor in their respective field of specialization and connected with the organization in which they are undergoing their training.
4. At least one faculty member will be available to the students for consultation in the University during the training is being conducted.
5. No two students should normally work on a single project during their training. Even if the students are assigned the same project by the organization due to requirements of the project, it is expected that students shall work on different aspects of the project and their presentations shall be basically different.
6. The Project Report should be submitted with standard title cover as specified herein, besides the certificate duly signed by the Training supervisor on the Organization's letterhead that must specify the period for which the student has undergone training in that organization along with the Training Schedule and the assessment of the overall performance of student. The title of the project, if assigned, must be clearly stated on the letterhead.
7. At least one week before the last date of submission of the Project Report, the students will give a power point presentation on what they have learnt in their training in the presence of other trainee students and faculty members. This presentation will carry 100 marks (strictly according to the weightage given below) to be awarded by faculty supervisor and the balance 100 marks shall be awarded by the Industry evaluator. The report is equal to one full subject and carries total 200 marks. It shall be binding on the students to incorporate the modifications and the suggestions, if any, suggested by the participants but approved by the faculty.
8. The Training report should contain the following aspects of the organization besides its other components.
    i. Organizational Profile
    ii. Suggestions and recommendations for the organization.

1. **Objective of the Training**
   The objective of the Project report is to help the student develop ability to study the organizational functioning and learn and apply multidisciplinary concepts, tools and techniques to solve organizational problems.

2. **Types of Project Report:**
   The training report may be of the following types:

   i) **Comprehensive case study** (covering single organization, multifunctional area, problem formulation, analysis and recommendations).
   ii) **Inter-organizational study** aimed at inter-organizational comparison or validation of theory/survey of management practices
   iii) **Field Study** (empirical study).

3. **Project Formulation:**
   In case a specific project is allotted by the industry supervisor, the project formulation shall be broadly on the following lines:

   - Introduction
   - Review of existing literature
   - Focus of the problem
   - Objectives of Study
   - Research Methodology
   - Research Design
   - Universe & Survey Population
   - Sample
   - Collection of Data
   - Analysis Pattern
     - Limitations of the Study
     - Structure of the study
     - References/Bibliography

4. **Structure of the Final Project Report:**
   A. The length of the Project Report may be about 60 to 80 pages typed in double-space (both sides of the sheet) not exceeding 15,000 words (excluding appendices and exhibits). However, 10% variation on either side is permissible.
   B. Contents of the Project Report.
   a) The title page showing the following
   - "PROJECT REPORT"
   - Title of the Report
   - Name of the candidate, Class & Roll No. ID
   - Logo of the University at the centre of the page.
   - Month & year of submission.
   - "Skill Department of Management Studies
   - Skill Faculty of Management Studies & Reserach, SVSU

   www.svsu.ac.in

   b) Certificate from the Industry Supervisor on the official letterhead.
   c) Certificate from the candidate signed by the faculty supervisor and countersigned by the Director/Dean/Coordinator (Performa shown as Annexure I).

5. **Submission of Project Report:**
6. Four typed copies of the Project Report should be submitted to the office of SDMS (one of which must be an original print). The photocopies of the Industry Supervisor's Certificate as included in the copies of the Project Report must be attested by the faculty supervisor.
7. **Evaluation of the Project Report:**
   The weightage of marks in the evaluation of Summer Project Report shall be as follows:

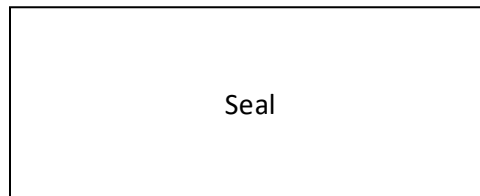| Component	Weightage
Introductory Framework	20 %
Empirical Section	40 %
Analysis Interpretation and conclusion	40 %

DECLARATION

I,_____Roll No.ID _____ B.Voc.. Final year (VI semester) of Skill Department of

Management Studies hereby declare that the Project Report entitled _____is an original work and

the same has not been submitted to any other University/Organization for the award of any other degree. A seminar presentation of the Project Report was made on_____and the suggestions as approved by the faculty

were duly incorporated.

Signature of the Candidate   Presentation In charge
                                                          (Faculty)

Countersigned

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Director/Dean/Coordinator

I. FINAL YEAR PROJECT REPORT

During the sixth semester each student shall undertake a project to be pursued by him / her under the supervision of an Internal Supervisor to be appointed by the Director /Principal. Both the subject and the name of the Supervisor will be approved by the Director / Principal of the Institution. The Project Report in duplicate along with one soft copy in a floppy will be submitted at least four weeks prior to the commencement of the End Term Examination of the Sixth Semester. Project Report shall carry 100 marks. These shall be evaluated by an External Examiner appointed by the University for 50 marks and for the rest of the 50 marks by an Internal Board of Examiners to be appointed by the Director / Principal of the Institution. This internal Board of Examiners shall comprise of a minimum of two Internal Faculty Members.

MAXIMUM & MINIMUM CREDITS OF THE PROGRAM

The total number of the credits of the B.Voc. Programmes is 180. Each student shall be required to appear for examinations in all courses. However, for the award of the degree a student should secure at least 180 credits.