CHOICE BASED CREDIT SYSTEM - LEARNING OUTCOMES-BASED CURRICULUM FRAMEWORK

(Those who have joined in the Academic year 2023-24 onwards)

BBA

Program Outcomes:

PO1: Problem Solving Skill: Problem analysis: Identify, review, formulate and analyse the problem or reformation to provide conclusions applying analytic thought to body of knowledge.

PO2: Decision Making Skill: Ability to inquire, identifying problems, logical flaws, analyse data from various sources, interpret and draw valid conclusions.

PO3: Ethical Value: Demonstrate moral/ethical values in carrying out his duties in his profession and identify unethical work.

PO4: Communication Skill: Effectively communicate thoughts, ideas or any complex information orally or written using appropriate media clearly and concisely

PO5: Individual and Team Leadership Skill: Demonstrate ability to work effectively individually, within the group and Lead groups.

PO6: Employability Skill: Become empowered individuals to nbe employed in various positions in industry, academia and research.

PO7: Entrepreneurial Skill: Equipped with skills and competencies to become a global entrepreneur.

PO8: Contribution to Society: Demonstrate moral/ethical values in carrying out his duties in his profession and identify unethical work.

Program Specific Outcomes;

- PSO1 Acquire academic excellence in management education with an aptitude for entrepreneurship/ higher studies.
- PSO 2 Students to build proficiency in key business functional areas .
- PSO3 Learn how to effectively manage people and build strong interpersonal & leadership skills.
- PSO 4 Enhance critical thinking and analytical skills in terms of decision making
- PSO 5 Integrate technological advancements in business for sustainable business and contribution to economic growth.

	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
PSO 1	Y	Y	Y	Y	Y	Y	Y	Y
PSO 2	Y	Y	Y	Y	Y	Y	Y	Y
PSO3	Y	Y		Y	Y	Y	Y	
PSO 4	Y	Y	Y	Y	Y	Y	Y	Y
PSO 5	Y	Y	Y	Y	Y	Y	Y	Y

Sem I	Credit	Sem II	Credit	Sem III	Credit	Sem IV	Credit	Sem V	Credit	Sem VI	Credit
1.1. Language	3	2.1. Language	3	3.1. Core Course DSC 05	4	4.1. Core Course DSC 09	4	5.1 Core Course – DSC13	4	6.1 Core Course – DSC 17	4
1.2 English	3	2.2 English	3	3.2 Core Course DSC 06	3	4.2 Core Course DSC 10	4	5.2 Core Course – DSC 14	3	6.2 Core Course – DSC 18	4
1.3 Core Course – DSC 01	4	2.3 Core Course – DSC 03	4	3.3 Core Course – DSC 07	3	4.3 Core Course – DSC11	3	5. 3.Core Course DSC15	4	6.3 Core Course – DSC 19	4
1.4 Core Course – DSC 02	4	2.4 Core Course – DSC 04	4	3.4 Core Course – DSC 08	3	4.4 Core Course – DSC 12	3	5. 3. Core course DSC 16	4	6.4 Elective DSE3A or DSE 3B or DSE 3C	3
1.5 Elective I DGE 01	3	2.5 Elective II DGE 02	3	3.5 Elective III DGE 03	3	4.5 Elective IV DGE 04	3	5.4 Elective DSE 1A or DSE1B or DSE1C	3	6.5 Elective DSE 4A or DSE 4B	3
1.6 Skill Enhancement Course SEC-1 (NME)	2	2.6 Skill Enhancement Course SEC-2 (NME)	2	3.6 Skill Enhancement Course SEC-4,	2	4.6 Skill Enhancement Course SEC-6	2	5. Elective Project with viva- voce DSE 2	3	6.6 Extension Activity	1
		2.7 Skill Enhancement Course –SEC- 3	2	3.7 Skill Enhancement Course SEC-5 Entrepreneurial Skill)	1	4.7 Skill Enhancement Course SEC- 7	2	5.6 Value Education	2	6.7 Professional Competency Skill	2
1.7Ability Enhancement Compulsory Course (AECC) Soft Skill-1	2	2.8 Ability Enhancement Compulsory Course (AECC) Soft Skill-2	2	3.7 Ability Enhancement Compulsory Course (AECC) Soft Skill-3	2	4.7 7Ability Enhancement Compulsory Course (AECC) Soft Skill-4	2	5.5 Summer Internship Second year Vacation internship	2		
1.8 Skill Enhancement -(Foundation Course)	2			3.8 I year Vacation Industrial Activity	2	4.8 E.V.S	2				
	23		23		23		25	·	25	·	21

CHOICE BASED CREDIT SYSTEM - LEARNING OUTCOMES-BASED CURRICULUM FRAMEWORK

(Those who have joined in the Academic year 2023-24 onwards)

BBA

Semester I

Part	Courses	Subject	Code	Cr.	Hrs	
	l	SEMESTER I				
I	Lang. – I	nghJj;jkpo; - I	230103101	3	6	
II	Lang II	General English	231003101	3	4	
	CC – 1	Principles of Management	231803101	4	5	
III	CC – 2	Accounting for Managers I	231803102	4	5	
111	EC – I	1. Managerial Economics	231803103	3	4	
IV	SEC –I (NME)	Basics of Event Management	234603118	2	2	
IV	FC	Fundamentals of Management	234403118	2	2	
1 V	AECC - I	Soft Skill - I	236003101	2	2	
	Total			23	30	
		SEMESTER II				
I	LangI	nghJj;jkpo; - II	230103201	3	6	
II	LangII	General English	231003201	3	4	
	CC – 3	Business Communication	231803201	4	5	
III	CC - 4	Accounting for Managers II	231803202	4	5	
	EC – II	International Trade	231803203	3	4	
IV	SEC –II (NME)	Managerial Skill Development	234603218	2	2	
	SEC - III	Business Etiquette and Corporate Grooming	234403218	2	2	
	AECC –II	Soft Skill - II	236003201	2	2	
				23	30	
		SEMESTER III				
I	LangI	nghJj;jkpo;-III	230103301	3	6	
II	LangII	General English	231003301	3	4	
	CC – 5	Entrepreneurial Development	231803301	4	5	
III	CC - 6	Marketing Management	231803302	4	5	
	EC -3	Business Statistics	231803303	3	4	
	SEC –IV	Computer Applications in Business	234403318	1	1	
IV	SEC – V	Entrepreneurial Skill New Venture Management	Entrepreneurial Skill New Venture 238203318			
	AECC – III	Soft Skill - III	236003301	2	2	
	EVS	Environmental Studies	234103301	1	1	
				23	30	

Part	Courses		Code	Cr.	Hrs
		SEMESTER IV	I	l	l.
I	Lang. – I	nghJj;jkpo; - IV	230103401	3	6
II	Lang II	General English	231003401	3	4
	CC – 7	Human Resource Management	231803401	4	5
III	CC - 8	Business Regulatory Frame work	231803402	4	4
	EC – IV	Operation Research	231803403	3	4
IV	SEC -VI	Tally	234403418	2	2
13.7	SEC -VII	Intellectual Property Rights	238203418	2	2
IV	AECC-IV	Soft Skill - IV	236003401	2	2
	EVS	Environmental Studies	234103401	1	1
	Total			24	30
	,	SEMESTER V			
	CC – 9	Advertising Management and Sales Promotion	231803501	4	5
	CC - 10	Research Methodology	231803502	4	5
III	CC - 11	Operations Management	231803503	4	5
111	Core 12	Project with Viva voce	231803504	4	4
	EC – V	Digital Marketing	231803505	3	5
		Industrial Relations	231803506		
	EC – VI	Elective - VI	231803507	3	5
		Value Education	234303501	1	1
IV		Internship/Industrial Training(carried out		2	
		in II year summer vacation)30 hrs			
		CEL VECTORED VII		25	30
	GG 12	SEMESTER VI	221002601	T 4	
	CC – 13	Materials Management	231803601	4	5
	CC – 14	Services Marketing	231803602	4	5
TTT	CC – 15	Business Taxation	231803603	4	5
III	EC –7	Consumer Behaviour	231803604 231803605	3	5
	[Any One]	Competency Mapping		3	5
	EC - 8	Logistics and supply chain Management E-Business	231803606 231803607	3	3
IV	Processional competency skill enhancement course	Quantitative Aptitude	234403614	2	4
		Value Education	234303601	1	1
V		Extension Activity (outside college hrs)		1	
				22	30

Title of	of the Course PRINCIPLES OF MANAGEMENT								
Part	1	III		T	ı				
Category	Core - 1	Year Semester	r I	Credits	4		ourse ode	23	31803101
	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Extern	nal	Total
per week		5	-		5	25	75		100
			Learning	g Objective	S				
LO1	To impart knowledge about evolution of management								
LO2	To provide understanding on planning process and importance of decision making in organization								
LO3	To learn the app	olication o	f principle	es in organiz	zation				
LO4	To study the pro					ation			
LO5	To familiarize s						s and its	imr	lications
UNIT	To rummarize s	radonis de	Deta		<u> </u>	dsines	s una res	P	No. of eriods for the Unit
I	Management: Importance – Definition – Nature and Scope of Management - Process – Role and Functions of a Manager – Levels of Management – Development of Scientific Management and other Schools of thought and approaches.								
II	Planning: Nature Objectives – Po of Policies – D Types of Decision	licies – Pr ecision –	ocedures a	and Method	ls – Natı	ires an	d Types		15
III	Organizing: Typof Control and Organization- Abetween Author	d Comm authority –	ittees – Delegatio	Department on – Decent	talizatio	n –]	Informal		15
IV	Direction – Nat Techniques and Meaning and Im	requisites	for excell	lent Co-ord					15
V	Definition of Business ethics - Types of Ethical issues -Role and importance of Business Ethics and Values in Business - Ethics internal - Ethics External - Environment Protection - Responsibilities of Business								
			Course	Outcomes				<u> </u>	
Course Outcome	s	On cor	npletion of	f this course	, studen	ts will	be able;		
CO1 CO2	Describe na Apply plant						hes of m	ana	gement
CO ₂	Identify org						nniaues		
CO4	Understand								
CO5	Relate and i								

Text Books (Latest Editions)						
JAF Stoner, Freeman R.E and Daniel R Gilbert "Management", 6th Edition, Pearson						
Education, 2004.						
Griffin, T.O., Management, Houghton Mifflin Company, Boston, USA, 2014.						
.Stephen A. Robbins & David A. Decenzo & Mary Coulter, "Fundamentals of						
Management" 7th Edition, Pearson Education, 2011						

Stoner, Freeman, Gilbert Jr. (2014). Management (6th edition), New Delhi: Prentice
Hall India
Robbins, S., Coulter, M., Sidani, D., and Jamali, D., Management: Arab World Edition,
Pearson, 2014.
References Books
(Latest editions, and the style as given below must be strictly adhered to)
P.C. Tripathi& P.N Reddy; Principles of Management, Sultan Chand& Sons,6th
Edition, 2017
L.M.Prasad; Principles & Practice of Management, Sultan Chand & Sons, 8 th
Edition.
Stephen P. Robbins & Mary Coulter; Management, Pearson Education, 13th Edition,
2017
Dr.C.B.Gupta; Principles of Management, Sultan Chand& Sons, 3 rd Edition.
Harold Koontz, Hienz Weihrich, A Ramachandra Aryasri; Principles of
Management, McGraw Hill, 2nd edition, 2015
Web Resources
https://www.toolshero.com/management/14-principles-of-management/
https://open.umn.edu/opentextbooks/textbooks/693
https://open.umn.edu/opentextbooks/textbooks/34
https://openstax.org/subjects/business
https://blog.hubspot.com/marketing/management-principles

Trapping with Fogramme Gateomest								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	M	S	S	S	S	S	S	S
CO2	S	S	S	S	M	M	S	S
CO3	M	S	S	M	S	S	S	S
CO4	S	M	S	S	S	S	S	S
CO5	S	S	S	S	S	S	S	S

3 – Strong, 2 – Medium, 1 - Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) Level of Correlation between PSO's and CO's

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title of	f the Course	ACCOU	NTING	FOR MAN	NAGER	S I			
Part		III							
Category	Core - 2	Year	I	Credits	4		ourse	23	31803102
		Semester	r I			C	ode		71005102
Instruction per week	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Exteri	nal	Total
Poz Wood		5	-		5	25	75		100
				g Objective					
LO1	To impart know						pplication	ons	
LO2	To analyze and								
LO3	To understand					organi	zation		
LO4	To foster know					1 .			
LO5	To understand	tne proced	ures of Ac	counting ui	nder Sin	gie eni	ry systei	n.	No. of
UNIT			Deta	ils					eriods for the Unit
I	Meaning and so	cope of A	ccounting	, Basic Acc	counting	Conc	epts and	1	
	Conventions – 0	Objectives	of Accou	nting – Acc	ounting	Trans	actions -	-	4.5
	Double Entry E	Book Keep	ing – Jou	rnal, Ledge	er, Prepa	ration	of Trial	l	15
	Balance								
II	Subsidiary boo statement – rec					reconc	iliation		15
III	statement – rectification of errors – Suspense account Preparation of Final Accounts – Adjustments – Closing stock, outstanding, prepaid and accrued, depreciation, bad and doubtful debts, provision and discount on debtors and creditors, interest on drawings and capital, Abnormal loss, managerial remuneration.								
IV	Partnership Accounts- Basic concepts of admission, retirement and death of a partner including treatment of goodwill. Depreciation – Meaning, Causes, Types – Straight Line Method – Written Down					15			
V	Value Method. Single Entry – Meaning, Features, Defects, Differences between Single Entry and Double Entry System – Statement of Affairs Method - Conversion Method						15		

	Course Outcomes
Course Outcomes	On completion of this course, students will be able;
CO1	Prepare Journal, ledger, trial balance and cash book
CO2	Classify errors and making rectification entries
CO3	Prepare final accounts with adjustments
CO4	Pass depreciation entries and prepare depreciation accounts
CO5	Prepare single and double entry system of accounting.

Text Books (Latest Editions)
Goel.D.K and Shelly Goel, 2018, Financial Accounting, Arya Publications, 2nd edition.
Jain .S.P & Narang .K, 1999, Financial Accounting, Kalyani Publishers, Ludhiana, 4th
editio
Rakesh Shankar. R & Manikandan.S, Financial Accounting, SCITECH, 3rd edition.
Shukla & Grewal, 2002, Advanced Accounting, Sultan Chand & Sons, New Delhi, 15th
edition.
Tulsian P.C., 2006, Financial Accounting, Pearson Education

	References Books						
	(Latest editions, and the style as given below must be strictly adhered to)						
1	TS Reddy & amp; A.Murthy; Financial Accounting -Margham Publications, 6th						
1	Edition, 2019						
2	David Kolitz; Financial Accounting – Taylor and Francis group, USA 2017						
3	M N Arora; Accounting for Management- Himalaya Publications House 2019.						
4	SN Maheswari; Financial Accounting - Vikas Publishing House, Jan 2018.						
_	T. Horngren Charles, L. Sundern Gary, A. Elliott John; Introduction to Financial						
5	Accounting, Pearson Publications Oct 2017.						
	Web Resources						
1	https://ebooks.lpude.in/management/mba/term_1/DMGT403_ACCOUNTING_FOR_M						
1	ANAGERS.pdf						
	https://www.drnishikantjha.com/booksCollection/Accounting%20for%20Management%						
2	<u>20for%20MBA%20.pdf</u>						
3	https://www.accountingtools.com/articles/2017/5/15/basic-accounting-principles						
4	https://en.wikipedia.org/wiki/Single-entry_bookkeeping_system\						
5	https://www.profitbooks.net/what-is-depreciation						

wapping with I regramme outcomes.								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	S	S	S	S	S	S	M	S
CO2	S	S	S	S	S	S	S	S
CO3	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S
CO5	S	S	S	S	S	S	S	S

3 – Strong, 2 – Medium, 1 - Low

CO-PO Mapping with program specific outcomes (Course Articulation Matrix) Level of Correlation between PSO's and CO's

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title o	f the Course	Manage	erial Eco	onomics					
Part		III							
Category	EC - I	Year Semester	• I	Credits	3	l l	Course Code		31803103
	Instructional Hours		Tutorial	Lab	Total	CIA	Exteri	nal	Total
per week	•	4		Practice	4	25	75		100
			Learning	Objective		23	13		100
LO1	To familiarize si scenario					and its	relevan	t in	business
	To understand the problem solving.	e application	ons & imp	olications of	feconon	nics in	decision	n-ma	aking and
LO3	To Understand the	he optimal	point of p	roductivity	of a fir	n.			
LO4	To describe the p	ricing stra	tegies that	are consist	ent with	evolvi	ing mark	etin	g needs
LO5	To Provide insigl	hts to the v	arious ma	rket structu	res in ar	econo	my.		
UNIT			Deta	ils					No. of eriods for the Unit
I	Nature and scop important co macro and man firm.	ncepts of	economic	es – relatio	onship b	etwee	n micro	,	12
	Demand analysis – Theory of consumer behavior – Marginal utility analysis – indifference curve analysis Meaning of demand – Law of demand – Types of demand-Determinants of demand – Elasticity of demand –Demand forecasting.								
	Production and cost analysis – Production – Factors of production – production – Concept – Law of variable proportion – Law of return to scale and economics of scale – cost analysis – Different cost concepts – Cost output relationship short run and long run – Revenue curves of firms – Supply analysis.								
	_	and strategies – Objectives – Factors – General pricing – methods of pricing – Dual pricing – Price 12					12		
V	Market classifica competition – Du		-	etition – Mo	onopoly	– Mon	opolistic	;	12

	Course Outcomes
Course Outcomes	On completion of this course, students will be able;
CO1	Analyze & apply the various economic concepts in individual & business decisions.
CO2	Explain demand concepts, underlying theories and identify demand forecasting techniques.
CO3	Employ production, cost and supply analysis for business decision making
CO4	Identify pricing strategies
CO5	Classify market under competitive scenarios.

	Text Books (Latest Editions)						
1	Journal of Economic Literature – American Economic Association						
2	Arthasastra Indian Journal of Economics & Research						
3	Mithani D.M. (2016) -Managerial Economics –Himalaya Publishing House – Mumbai						
4	Indian Economic Journal/Sage Publications						
5	Mehta P.L (2016) – Managerial Economics – Sultan Chand & Sons – New Delhi						

	References Books							
	(Latest editions, and the style as given below must be strictly adhered to)							
1	Dr. S. Sankaran; Managerial Economics; Margham Publication, Chennai, 2019							
2	Thomas and Maurice; Managerial Economics: Foundations of Business Analysis and							
	Strategy, McGraw Hill Education, 10 editions, 2017.							
3	D N Dwivedi; Managerial Economics: Vikas Publishing House, 8 th edition, 2015.							
4	H L Ahuja; Managerial Economics, S. Chand, 9th Edition, 2017.							
5	Dominick Salvatore; Managerial Economics: Principles and Worldwide							
	Applications, Oxford University Press, Eighth edition, 2016							
	Web Resources							
1. <u>htt</u>	ps://www.studocu.com/row/document/azerbaycan-dovlet-iqtisad-universiteti/business-							
<u>an</u>	and-management/lecture-notes-on-managerial-economics/6061597							
2. <u>htt</u>	2. http://www.simplynotes.in/e-notes/mbabba/managerial-economics/							
3.	3. https://businessjargons.com/determinants-of-elasticity-of-demand.html							
4.	4. http://www.economicsdiscussion.net/laws-of-production/laws-of-production-laws-of-							
ret	returns-to-scale-and-variable-proportions/5134 [sep]							

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	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	S	M	S	S	S	M	M	S
CO2	S	S	S	S	S	M	M	M
CO3	M	M	S	S	S	S	S	S
CO4	M	S	S	S	S	S	M	S
CO5	S	M	S	S	S	S	M	M

3 – Strong, 2 – Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title of	f the Course	BASICS	S OF EV	ENT MAN	IAGEM	ENT			
Part		III							
Category	SEC – I	Year	I	Credits	2	C	ourse	23	4603118
Category	NME	Semeste	r I	Credits		C	ode	23	4003110
Instruction per week	Instructional Hours		Tutorial	Lab Practice	Total	CIA	Extern	al	Total
Por work		2	-		2	25	75		100
			Learning	g Objective	S				
LO1	To know the ba	sic of ever	nt manage	ment its cor	ncepts				
LO2	To make an eve	ent design							
LO3	To make feasib	ility analy	sis for eve	nt.					
LO4	To understand	the 5 Ps of	Event Ma	rketing					
LO5	To know the fir	nancial asp	ects of ev	ent manage	ment an	d its pr	omotion		
UNIT			Deta	ils				Pe	No. of eriods for he Unit
I	Introduction: E Activities.	vent Man	agement	– Definitio	on, Nee	d, Imp	ortance,		6
II	Concept and Design of Events: Event Co-ordination, Developing &, Evaluating event concept – Event Design 6								
III	Event Feasibility: Resources – Feasibility, SWOT Analysis 6								
IV	Event Planning & Promotion – Marketing & Promotion – 5Ps of Event Marketing – Product, Price, Place, Promotion, Public Relations								
V	Event Budget –	Financial	Analysis -	- Event Cos	t – Even	t Spon	sorship		6

	Course Outcomes
Course Outcomes	On completion of this course, students will be able;
CO1	To understand basics of event management
CO2	To design events
CO3	To study feasibility of organising an event
CO4	To gain Familiarity with marketing & promotion of event
CO5	To develop event budget

	Text Books (Latest Editions)
1	Event Management: A Booming Industry and an Eventful Career by
	Devesh Kishore, Ganga Sagar Singh - Har-Anand Publications Pvt. Ltd.
2	Event Management by Swarup K. Goyal - Adhyayan Publisher - 2009
3	Event Management & Public Relations by Savita Mohan - Enkay
	Publishing House
4	Event Planning - The ultimate guide - Public Relations by S.J. Sebellin
	Ross
5	Event Management By Lynn Van Der Wagen & Brenda R Carlos,
	Pearson Publishers
	References Books
	(Latest editions, and the style as given below must be strictly adhered to)
1	Event Management By Chaudhary, Krishna, Bio-Green Publishers
2	Successful Event Management By Anton Shone & Bryn Parry
3	Event management, an integrated & practical approach By Razaq Raj, Paul Walters
	& Tahir Rashid
4	Event Planning Ethics and Etiquette: A Principled Approach to the Business of
	Special Event Management by Judy Allen, Wiley Publishers
5	Event Planning: Management & Marketing For Successful Events: Management &
	Marketing for Successful Events: Become an Event Planning Pro & Create a
	Successful Event Series by Alex Genadinik CreateSpace Independent Publishing
	Platform, 2015

	Web Resources						
1	https://ebooks.lpude.in/management/bba/term_5/DMGT304_EVENT_MANAGEMENT						
	.pdf						
2	https://www.inderscience.com/jhome.php?jcode=ijhem						
	International Journal of Hospitality & Event Management						
3	https://www.emeraldgrouppublishing.com/journal/ijefm						
	International Journal of Event and Festival Management						
4	https://www.eventbrite.com/blog//?s=roundup						
5	https://www.eventindustrynews.com/						

11-mpp-11-8 11-11-1 - 0 - 11-11-11-11-11-11-11-11-11-11-11-11-1										
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7			
CO1	M					S	S			
CO2					M	S	S			
CO3		M				S				
CO4						S	S			
CO5						S	S			

3 – Strong, 2 – Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title o	f the Course	FUNDA	MENTAI	S OF MA	NAGEN	IENT			
Part		IV							
Category	v FC	Year	I	Credits	2		ourse	23	4403118
	,	Semester	· I			C	ode		
	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Extern	al	Total
per week	\	2	-		2	25	75		100
			Learnin	g Objective	2				
LO1	The Stud	dent will u	nderstan	d managing	g the Bu	ısiness	and Ma		
			Deta	ils					No. of
UNIT									eriods for
I	Definition of	Rucinace	Foon	omic Env	ironmen	ıt.	Political	_	he Unit
1	Environment–Te								(
	– Societal enviro	•			•		топплеш		6
II							mation		
11	Introduction to	•		•					
	Managerial skills – Modern Management techniques; Total Quality Management, Bench Marking – Business Process Reengineering,								(
	_		•			_	_		6
	Knowledge Man	_	na E-bush	ness – Chai	lenges i	or war	lagers in		
TTT	Twenty first cent		Definit	ion and Eve	4:	£ 1			
III	Introduction to A	Ū					•		
	Basic and Key A	_		_	and our	er disc	ipiines –	-	6
T 7 7	Branches of Acco				o.C1		7		
IV	Meaning and Na		_			_	-		
1	-Inter-relationshi	•		•					
	Distinction betw		_	_		-			6
	Marketing: Soci		•		ng, onli	ine Ma	arketing,		
₹7	Relationship Mar				Λ		IIDM)		
\mathbf{V}	Meaning and ob	•			_	,	,		
	Evolution and D	•		_					
	manager – introd					_	_		6
	life imbalance –		ions to ac	nieve work	-111e bal	ance –	penerits		
	of work-life balar	nce.							

	Course Outcomes							
Course Outcomes On completion of this course, students will;								
CO1	To familiarize different types of business environment							
CO2	To understand the functions and challenges of Management							
CO3	To describe basic principles and terms in Accounting							
CO4	To provide insights to the various types of Marketing							
CO5	To understand the functions of Human Resource Management							

	Text Books (Latest Editions)							
1.	Business Environment Text & Cases, Dr. Francis Cherunilam, Himalaya Publishing							
	House Private Ltd, 30 th Edition, 2023							
2.	Principles and Practice of Management, L.M.Prasad, Sultan chand & Sons, 20 th Edition,							
	2020							
3.	Financial Accounting, Dr.S.N. Maheswari, Dr.Suneel K Maheswari and C.A.Sharad K							
	Maheswari, Vikas Publishing House Pvt. Ltd, Sixth edition, 2018.							

- 4. Marketing Management: Text & Cases, Dr.C.B.Gupta and Dr.N.Rajan Nair, Sultan Chand & Sons, 19th revised edition, 2020.
- 5. Human Resource Management: Text and cases, S.S. Khanka, S Chand and Company limited, 2nd Edition, 2019.

References Books

(Latest editions, and the style as given below must be strictly adhered to)

- 1. Business Environment Text & Dr. Francis Cherunilam, Himalaya Publishing House Private Ltd, 30 th Edition, 2023
- 2. Principles and Practice of Management, L.M.Prasad, Sultan chand & Sons, 20 th Edition, 2020
- 3. Financial Accounting, Dr.S.N. Maheswari, Dr.Suneel K Maheswari and C.A.Sharad K Maheswari, Vikas Publishing House Pvt. Ltd, Sixth edition, 2018.
- 4. Marketing Management: Text & Dr.C.B.Gupta and Dr.N.Rajan Nair, Sultan Chand & Dr.N.Rajan Na
- 5. Human Resource Management: Text and cases, S.S. Khanka, S Chand and Company limited, 2 nd Edition, 2019.

Mapping with Programme Outcomes:

wapping with 1 logramme Outcomes.											
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8			
CO1	S	M	S	M	M	M	S	S			
CO2	M	S	M	M	M	S	S	M			
соз	S	S	M	M	M	S	M	M			
CO4	M	M	M	M	M	S	S	M			
CO5	M	S	M	M	M	S	S	M			

3 - Strong, 2 - Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title of	f the Course	BUSINE	SS COM	MUNICAT	TION				
Part		III							
Category	CC	Year	I	Credits	1	4 Course			1803201
		Semester	· II			C	ode		1003201
Instruction per week	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Extern	al	Total
per week	•	5	-		5	25	75		100
				g Objective					
LO1	To educate stud								
LO2	To build their li	stening, re	ading, wr	riting & spea	aking co	mmun	ication s	kills.	
LO3	To introduce th								
LO4	To understand t								
LO5	To facilitate the	students t	o understa	and the con	cept of C	Commu	ınication	_	
UNIT			Deta	ils				Pe	No. of riods for he Unit
I	Definition – Methods – Types – Principles of effective Communication – Barriers to Communication – Communication etiquette.								
II	Business Letter offer, acceptance Development I Grievances.	e/ acknow	ledgemer	nt and prom	notion le	etters.	Business		15
	Interviews- Directory Presentation skill	-		ual intervie	ws- Gro	up disc	cussion –	-	15
IV	Communication Resume Writing	_	Reports -	- Agenda-	Minutes	of M	leeting -		15
V	Modern Forms of Websites and to Networking site	heir use	-	•			_		15
			Course	Outcomes					
Course Outcome		On con	npletion o	f this course	e, studen	ts will	be able;		
CO1	Understand	communic	cation pro	cess and its	barriers				
CO2	Develop bu	siness lette	ers in diffe	erent scenar	ios				
CO3 Develop oral communication skills & conducting interviews									
CO4	Use manage	erial writin	g for busi	ness comm	unicatio	n			
CO5	Identify usa	ge of mod	ern comm	nunication to	ools & it	s signi	ficance f	or m	anagers

	dentity usage of modern communication tools & its significance for managers							
	Text Books (Latest Editions)							
1	Krishan Mohan & Meena Banerji, Developing Communication Skills, Macmillan India Ltd,							
	2008							
2	Mallika Nawal –Business Communication – CENGAGE							
3	Bovee, Thill, Schatzman, Business Communication Today - Peason Education Private Ltd -							
	New Delhi.							
4	Michael Brown, Making Presentation Happen, Allen & Unwin, Australia, 2008							
5	5 Sundar K.A, Business communication Vijay Nicole imprints Pvt. Ltd., Chennai.							
	References Books							
	(Latest editions, and the style as given below must be strictly adhered to)							
	Rajendra Paul & J S Kovalahalli, Essentials of Business Communication, Sultan Chand &							
	Sons, New Delhi, 2017							
	Dr. C B Gupta, Basic Business Communication, Sultan Chand & Sons, New Delhi, 2017							
	R C Sharma & Krishan Mohan, Business Correspondance and Report Writing, Mc Graw							
	Hill, India Pvt Ltd., New Delhi, 2006							
	Kevin Galaagher, Skills Development for Business and Management Students, Oxford							
	University Press, Delhi, 2010							
	R C Bhatia, Business Communication, Ane Books Pvt Ltd., Delhi, 2015							

Web Resources						
https://www.managementstudyguide.com/business_communication.html						
https://studiousguy.com/business-communication/						
https://www.oercommons.org/curated-collections/469						
https://www.scu.edu/mobi/business-courses/starting-a						
business/session-8-communication-tools/						
https://open.umn.edu/opentextbooks/textbooks/8						

			0	- 0				
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	M	S	S	S	S	S	S	M
CO2	S	S	S	S	M	S	S	S
CO3	S	S	S	S	S	S	S	S
CO4	S	S	S	S	S	S	S	M
CO5	S	S	S	S	S	S	S	M

3 – Strong, 2 – Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title o	f the Course	ACCOU	NTING F	OR MAN	AGERS	- II			
Part		III							
Category	Core - 4	Year	I	Credits	4	l l	ourse	23	31803202
		Semester	r II			C	ode	20	1003202
	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Exteri	nal	Total
per week	.	5	-		5	25	75		100
			Learning	Objective	S	•	•		
LO1	To provide basi	ic understa	nding of c	cost concept	ts and cl	assifica	ation.		
LO2	To develop skil business.	lls in tools	& techni	ques and ca	ritically	evalua	te decisi	on n	naking in
LO3	To understand	various rat	ios and ca	sh flow rela	ited to fi	nance			
LO4	To recognize th								
LO5	To gain insights		undament	al principle	s of acco	ounting	g and use	ther	n in day-
	to-day business	scenarios							NT C
UNIT	Details								No. of eriods for the Unit
	Cost accounting – Meaning, nature, scope and functions, need, importance and limitations- Cost concepts and classification – cost sheets – Tenders & Quotation								15
II	Management accounting – Meaning, nature, scope and functions, need, importance and limitations – Management Accounting vs. Cost Accounting. Management Accounting vs. Financial Accounting. Analysis and Interpretation of financial statements – Nature, objectives, essentials and tools, methods – Comparative Statements, Common Size statement and Trend analysis.							t ,	15
III	Ratio Analysis - of ratios - Liquio	•			nitations	. Class	ification	1	15
IV	Budgets and budgets – Sales	•		•				1	15
V	Marginal Costin	$\frac{1}{\log - \text{CVP a}}$	nalysis – I	Break even	analysis	5			15

	Course Outcomes							
Course Outcomes	On completion of this course, students will be able;							
CO1	Interpret cost sheet & write comments.							
CO2	Compare cost, management & financial accounting							
CO3	Analyze the various ratio and compare it with standards to assess deviations							
CO4	Estimate budget and use budgetary control							
CO5	Evaluate marginal costing and its components							

	Text Books (Latest Editions)							
1	Gupta, R.L and M. Radhaswamy. Advanced Accountancy, Sultan Chand & Sons, 2016.							
2	T. S. and A .Murthy.Management Accounting.Chennai: Margham, 2007.							
3	Jain S.P and K.L Narang. Advanced Accountancy (Part II). Kalyani, 2007.							
4	Maheshwari S.N, Advanced Accountancy (Part1I). Vikas, 2007.							
5	Man Mohan and S.N. Goyal. Principles of Management Accounting. Agra:							
	SahityaShawan, 2017.							
	References Books							
	(Latest editions, and the style as given below must be strictly adhered to)							
1	T. S. Reddy and Hari Prasad Reddy- Management Accounting, Margham							
	Publication, 2016							
2	Antony Atkinson, Rebert S Kalpan, Advance Management Accounting, Pearson							
	Publications, 2015.							

3	Horngren Sunderu Stratton, Introduction to Management Accounting, Pearson						
	Education,2013.						
4	Rajiv Kumar Goel & Ishaan Goel, Concept Building Approach to Management						
	Accounting ,2019						
5	Colin Drury, Management and Cost Accounting (with CourseMate and eBook						
	Access), Cengage, 2015.						
	Web Resources						
1	https://www.toppr.com/guides/fundamentals-of-accounting/fundamentals-of-cost-						
	accounting/meaning-of-management-accounting/						
2	https://efinancemanagement.com/financial-accounting/management-accounting						
3	http://www.accountingnotes.net/management-accounting/management-						
	accountingmeaning-limitations-and-scope/5859						
4	https://www.wallstreetmojo.com/ratio-analysis/						
5	http://www.accountingnotes.net/cost-accounting/variance-analysis/what-is-						
	varianceanalysis-cost-accounting/10656						

	wapping with 1 regramme outcomes.										
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8			
CO1	S	S	S	M	S	S	S	S			
CO2	S	S	S	S	S	M	S	S			
CO3	S	S	S	S	S	M	S	S			
CO4	S	S	S	S	S	S	M	S			
CO5	S	S	S	S	S	M	S	S			

3 – Strong, 2 – Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

Title of	the Course	INTERN	ATION	AL TRAD	E				
Part		III							
Category	Category EC II		I	Credits	3		Course	23	31803203
		Semester	II			C	code		31003203
Instruction per week	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Exteri	nal	Total
per week		4	-		4	25	75		100
				g Objective					
LO1	To familiarize s						Trade.		
LO2	To impart know	vledge abou	it internat	tional trade	organiza	ation.			
LO3	To provide a implications.	wareness	about re	cent trend	s in In	iternat	ional T	rade	and its
LO4	To Identify the	key areas a	and terms	relating to	trade in	the glo	obal ecor	omy	7
LO5	To gain knowledge on the various modes of entry and the roles played by global step institutions in international business								
UNIT	Details								No. of eriods for the Unit
I	Difference betw International Tra	f	12						
II	Theories of Foreign Trade: - Absolute, Comparative, equal cost								12
III	Balance of Trade, Balance of Payment – Concepts – Causes of Disequilibrium, Methods to Correct Disequilibrium – Fixed and Floating Exchange Rates								
IV	International Monetary Fund – IMF – International Liquidity- IBRD- WTO and its implications with special reference to India								12
V	International be Export manage documentation	ement – s		· ·					12

	Course Outcomes								
Course Outcomes	On completion of this course, students will be able;								
CO1	Discuss the difference between internal and international trade and its significance								
CO2	Explain international trade theories								
CO3	Outline the balance of trade, balance of payment, exchange rate concept								
CO4	Identify the relevance of international institutions and trading blocs.								
CO5	Understand globalization and its impact on Indian business scenario and export business.								

	Text Books (Latest Editions)					
1	The International trade journal					
2	International Journal of Trade & Global Market					
3	http://ijbr-journal.org/IJBR-JOURNAL/Default.aspx					
4	https://link.springer.com/article/10.1057/s41267-019-00219-7					
5	K. Aswathappa, International Business, Mc Graw Hill, India Pvt Ltd., 2015					
	References Books					
	(Latest editions, and the style as given below must be strictly adhered to)					
1	Dr. S.Sankaran; International Trade, Margham publication, 2019.					
2	Amrita Narlikar; International Trade and Developing Countries: Bargaining					
	Coalitions in the GATT & WTO, Routledge, 2016.					

3	Francis Cherunilam; International Trade & Export Management, Himalaya					
	Publications, 20th edition, 2017.					
4	V.K. Bhalla, International Business, SCHAND publications, First edition, 2013.					
5	Avinash Dexit; Theory of International Trade, Cambridge University Press, 2016.					
6	Dr. S.Sankaran; International Trade, Margham publication, 2019.					
	TV I D					

Web Resources

- 1. chromeextension://efaidnbmnnnibpcajpcglclefindmkaj/http://bgc.ac.in/pdf/studymaterial/International-Trade.pdf
- 2. https://www.britannica.com/topic/international-trade
- 3. .www.imf.org/external/pubs/ft/fund/basics/trade.html4. https://www.wto.org
- 5. https://www.imt.org

Mapping with Programme Outcomes:

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	S	S	S	S	S	M	M	M
CO2	S	S	S	S	S	M	S	S
CO3	M	M	S	S	S	S	S	S
CO4	S	S	S	S	S	M	M	S
CO5	S	M	M	S	S	S	S	S

3 - Strong, 2 - Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted percentage of Course Contribution to Pos	3.0	3.0	3.0	3.0	3.0

	the Course	MANA(GERIAL S	SKILL DE	VELOP	MENT	Γ						
Part	arc H	IV Year	I		<u> </u>	C	ourse						
Category	SEC – II NME	Semeste	-	Credits	2	l l	ode	23	34603218				
Instruction per week	onal Hours	Lecture	Tutorial	Lab Practice	Total	CIA	Extern	nal	Total				
per week		2	-		2	25	75		100				
LO1	Γο improve the	e self-cor	•	g Objective groom the		ality a	and bui	ld e	emotional				
(competence				•								
I I	To address self-a					•	-						
		mmunication, working with teams and creating a positive environment for change. o assess the Emotional intelligence											
	To induce critica			ytical skills	to inves	stigate	complex	k pro	oblems to				
	propose viable so							_					
LO5	Γo improve prof	essional e	tiquettes					1					
UNIT			Deta	ils				P	No. of eriods for				
T	Calf. Cara Car		I In dougto		Calf Ca				the Unit				
I	Self: Core Cor Self— Self-iden			· ·		•							
	Skill Analysis a		6										
	·	attitude											
II	towards change and applications of skills Self Esteem: Meaning & Importance, Components of self-esteem,												
			6										
	High and low self-esteem, measuring our self-esteem and its effectiveness, Personality mapping tests, Appreciative Intelligence.												
III	Building Emot	tional C	ompetence	: Emotion	nal Int	elligen	ce —						
	Meaning, Comp	onents,	Importance	e and Rele	evance,	Positi	ve and						
	Meaning, Components, Importance and Relevance, Positive and Negative Emotions., Healthy and Unhealthy expression of Emotions,								6				
	The six-phase m	odel of Cı	reative Thi	nking: ICE	DIP mod	del.							
IV	Thinking skills:	The Min	d/Brain/Be	ehaviour, th	inking s	skills,	Critical						
	Thinking and Le	0.	· ·			ning, N	I emory						
	and Critical Thir	•											
	Creativity: Definition and meaning of creativity, The nature of creative thinking, Convergent and Divergent thinking, Idea								l °				
			•	•		_							
	generation and evaluation.	evaluatioi	i (Diaili S	norming), i	mage g	eneran	on and						
V	Communication	related to	Control 1	How to ma	ke oral	nresen	tations	+					
	conducting meet					-							
	answering in Vi			_	_		-						
	role plays and g		_	_		-			6				
	Recording of	the above	e exercise	es to imp	rove th	e non	-verbal						
	communication a	and profes	ssional etic	juettes.									

	Course Outcomes									
Course Outcomes	On completion of this course, students will be able;									
CO1	Identify the personal qualities that are needed to sustain in the world of work.									
CO2	Explore more advanced Management Skills such as conflict resolution, empowerment, working with teams and creating a positive environment for change.									
CO3	Acquire practical management skills that are of immediate use in management or leadership positions.									
CO4	Employ critical-thinking and analytical skills to investigate complex business problems to propose viable solutions.									
CO5	Make persuasive presentations that reveal strong written and oral communication skills needed in the workplace.									

	T4 Dl (I -44 E-1:4:)
1	Text Books (Latest Editions)
1	Managerial Skill Articles
2	The Management Skills of SALL Managers - SiSAL Journal
3	Managerial Skills by Dr.K.Alex S.CHAND
4	Managerial Skills 2 by Cynthia Menezes Prabhu, Pen to Print Publishing LLP
5	Gallagher (2010), Skills Development for Business & Management Students, Oxford
	University Press. PROF. SANJIV
	References Books
	(Latest editions, and the style as given below must be strictly adhered to)
1	Joshi, G. (2015), Campus to Corporate-Your Roadmap to Employability, Sage
1	Publication
	McGrath E. H. (9 Ed. 2011), Basic Managerial Skills, Prentice Hall India Learning
2	Private Limited.
3	Whetten D. (e Ed. 2011), Developing Management Skills, Prentice Hall India Learning
3	Private Limited.
4	P. Varshney, A. Dutta, Managerial Skill Development, Alfa Publications, 2012
5	EQ- soft skills for Corporate Carrer by Dr. Sumeet Suseelan
	Web Resources
1	https://www.ipjugaad.com/syllabus/ggsip-university-bba-4th-semester-managerial-skill-
1	development-syllabus/63
2	https://www.academia.edu/4358901/managerial_skill_development_pdf
3	https://www.academia.edu/4358901/managerial_skill_development_pdf
4	https://rccmindore.com/wp-content/uploads/2015/06/Managerial-SkillsAll-Units-AC.pdf
5	https://www.aisectuniversityjharkhand.ac.in/PDFDoc/StudyNotes/MBA/SEM%201/MBA-
3	1-MSD(Managerial%20skill%20development).pdf

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1	M	M				S	S	
CO2	M	M			S			
CO3						S	S	
CO4	S	S						
CO5				S				

3 – Strong, 2 – Medium, 1 - Low

CO-PO Mapping with Programme Specific Outcomes (Course Articulation Matrix): Level of Correlation between PSO's and CO's

CO/PO	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	3	3	3	3
CO 2	3	3	3	3	3
CO 3	3	3	3	3	3
CO 4	3	3	3	3	3
CO 5	3	3	3	3	3
Weightage	15	15	15	15	15
Weighted Percentage of Course Contribution to POs	3.0	3.0	3.0	3.0	3.0

Instructional Hours per week Lecture Tutorial Lab Practice 2 2 25 75 Learning Objectives LO1 To impart knowledge about basic etiquettes in professional conduct LO2 To provide understanding about the workplace courtesy and ethical issues in LO3 To suggest on guidelines in managing rude and impatient clients LO4 To familiarize students about significance of cultural sensitivity and the business attire LO5 To stress on the importance of attire UNIT Details Protal CIA External Practice 2 2 5 75 Learning Objectives Lo4 External Practice 2 2 5 75 Learning Objectives Lo5 To stressional conduct CIA External Practice 2 2 5 75 Learning Objectives LO5 To stressional conduct CIA External Practice 2 2 5 75 Learning Objectives LO5 To stressional conduct Details Total CIA External Practice 2 2 5 75 Learning Objectives LO5 To stressional conduct Details Total CIA External Practice Details Details CIA External Practice Details Details Details								
Instructional Hours Lecture Tutorial Lab Practice 2 25 75	Total 100 avolved							
Lecture Tutorial Practice CIA External	100							
Learning Objectives LO1 To impart knowledge about basic etiquettes in professional conduct LO2 To provide understanding about the workplace courtesy and ethical issues in LO3 To suggest on guidelines in managing rude and impatient clients LO4 To familiarize students about significance of cultural sensitivity and the business attire LO5 To stress on the importance of attire UNIT Details I Introduction to Business Etiquette: Introduction- ABCs of etiquette-meeting and greeting scenarios- principles of exceptional work behavior- role of good manners in business - professional conduct and personal spacing. II Workplace Courtesy and Business Ethics: Workplace Courtesy-Practicing common courtesy and manners in a workplace-Etiquette at formal gatherings- Professional qualities expected from an employer's perspective - Hierarchy and Protocol. Ethical issues - preventing sexual harassment- conflict resolution strategies - Choosing appropriate gift in the business environment - real life workplace scenarios - company policy for business etiquette III Telephone Etiquette, email etiquette and Disability Etiquette Mastering the telephone courtesy, handling rude or impatient clients -	nvolved							
To impart knowledge about basic etiquettes in professional conduct								
LO2 To provide understanding about the workplace courtesy and ethical issues in To suggest on guidelines in managing rude and impatient clients LO4 To familiarize students about significance of cultural sensitivity and the business attire LO5 To stress on the importance of attire UNIT Details Introduction to Business Etiquette: Introduction- ABCs of etiquette-meeting and greeting scenarios- principles of exceptional work behavior- role of good manners in business - professional conduct and personal spacing. II Workplace Courtesy and Business Ethics: Workplace Courtesy-Practicing common courtesy and manners in a workplace-Etiquette at formal gatherings- Professional qualities expected from an employer's perspective - Hierarchy and Protocol. Ethical issues - preventing sexual harassment- conflict resolution strategies - Choosing appropriate gift in the business environment - real life workplace scenarios - company policy for business etiquette III Telephone Etiquette, email etiquette and Disability Etiquette Mastering the telephone courtesy, handling rude or impatient clients -								
LO3 To suggest on guidelines in managing rude and impatient clients LO4 To familiarize students about significance of cultural sensitivity and the business attire LO5 To stress on the importance of attire UNIT Details Introduction to Business Etiquette: Introduction- ABCs of etiquette-meeting and greeting scenarios- principles of exceptional work behavior- role of good manners in business - professional conduct and personal spacing. II Workplace Courtesy and Business Ethics: Workplace Courtesy-Practicing common courtesy and manners in a workplace-Etiquette at formal gatherings- Professional qualities expected from an employer's perspective - Hierarchy and Protocol. Ethical issues - preventing sexual harassment- conflict resolution strategies - Choosing appropriate gift in the business environment - real life workplace scenarios - company policy for business etiquette III Telephone Etiquette, email etiquette and Disability Etiquette Mastering the telephone courtesy, handling rude or impatient clients -								
LO4 To familiarize students about significance of cultural sensitivity and the business attire LO5 To stress on the importance of attire Details Introduction to Business Etiquette: Introduction- ABCs of etiquette-meeting and greeting scenarios- principles of exceptional work behavior- role of good manners in business - professional conduct and personal spacing. II Workplace Courtesy and Business Ethics: Workplace Courtesy-Practicing common courtesy and manners in a workplace-Etiquette at formal gatherings- Professional qualities expected from an employer's perspective - Hierarchy and Protocol. Ethical issues - preventing sexual harassment- conflict resolution strategies - Choosing appropriate gift in the business environment - real life workplace scenarios - company policy for business etiquette III Telephone Etiquette, email etiquette and Disability Etiquette Mastering the telephone courtesy, handling rude or impatient clients -	relative							
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	6							
guidelines -Basic disability Etiquette practices								
IV Diversity and Cultural Awareness at Workplace Impact of diversity -								
Cultural Sensitivity - Taboos and Practices - Inter - Cultural								
Communication	6							
V Business Attire and Professionalism Business style and professional	6							
image- dress code- guidelines for appropriate business attire-	6							
grooming for success.	6							

	Course Outcomes								
Course	On completion of this course, students will be able;								
Outcomes	on completion of this course, students will be usic,								
CO1	Describe basic concepts of business etiquette and corporate grooming.								
CO2	Outline the etiquette and grooming standards followed in business								
	environment and the significance of communication								
CO3	Create cultural awareness and moral practices in real life workplace scenarios								

CO4	Analyze workplace courtesy and resolve ethical issues with respect to						
etiquette and grooming for success							
CO5	Apply the professionalism in the workplace considering diversity and courtesy						

	Text Books (Latest Editions)						
1	Journal of Computer Mediated Communication By ICA						
2	Business and Professional Communication by Sage Journals						
3	Business Etiquette Made Easy: The Essential Guide to Professional Success by						
	Myka Meier, Skyhorse						
4	Emily Post's The Etiquette Advantage in Business: Personal Skills for Professional						
	Success by Peggy Post and Peter Post, William Morrow						
5	Shital Kakkar Mehra, "Business Etiquette: A guide for the Indian Professional",						
	HarperCollins Publisher (2012)						
	References Books						
	(Latest editions, and the style as given below must be strictly adhered to)						
1	Indian Business Etiquette, Raghu Palat, JAICO Publishers						
2	Nina Kochhar, "At Ease with Etiquette", B.jain Publisher, 2011						
3	NimeranSahukar, Prem P. Bhalla, "The Book of Etiquette and manners",						
	PustakMahipublishers, 2004						
4	Sarvesh Gulati (2012), Corporate Grooming and Etiquette, Rupa Publications India Pvt.						
4	Ltd.						
5	The Essentials of Business Etiquette: How to Greet, Eat, and Tweet Your Way to						
	Success by Barbara Pachter, Mc Graw Hill Education						
	Web Resources						
1	http://osou.ac.in/eresources/DIM-08-BLOCK-3.pdf						
2	https://www.columbustech.edu/skins/userfiles/files/Training%20Manual%20-						
	%20Business%20Etiquette%20(1).pdf						
3	https://www.sbu.edu/docs/default-source/life-at-sbu-documents/professional-						
	wardrobe-nbsppdf						
4	https://www.tutorialspoint.com/business_etiquette/grooming_etiquettes.htm						
5	https://wikieducator.org/Business_etiquette_and_grooming						

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
CO1					M	S	S	
CO2		M		S	S	S	S	
CO3						M	S	S
CO4	M		S			M	S	S
CO5			M			S	S	S

3 – Strong, 2 – Medium, 1 - Low

CO/PO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	3	3	3	3	3
CO2	3	3	3	3	3
CO3	3	3	3	3	3
CO4	3	3	3	3	3
CO5	-	3	3	3	3
Weightage	12	15	15	15	15
Weighted percentage of Course Contribution to Pos	2.4	3.0	3.0	3.0	3.0