



Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04AEBVB01	Title of the Course	Soft Skills for Business II
Total Credits of the Course	02	Hours per Week	02

Course Objectives:	<ul style="list-style-type: none">• Define and explain the concept of attitude, highlighting its importance in personal and professional contexts.• To Understand the nature and significance of emotional intelligence (EI), including its scope and various types.• To Apply guidelines for developing non-verbal communication skills to improve overall communication competence.• To Recognize the importance of learning non-verbal communication skills in conveying messages accurately and building rapport with others.
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Course Content		
Unit No.	Description	Weightage
1.	Attitude & Emotional Intelligence Meaning of Positive Attitude, Importance of Positive Attitude, Ways to Build up Positive Attitude. Nature and Significance of Emotional Intelligence – Scope and Types – Correlates of EI – Strategies to enhance EI (General questions/short notes may be asked)	50%
2.	A. Non-verbal aspects of communication <ul style="list-style-type: none">• Kinesics, Proxemics, Paralanguage• Importance of Learning Non-Verbal Communication Skills• Positive and Negative Non-verbal Clues• Guidelines for Developing Non-verbal Communication Skills B. Drafting of Speeches Speeches on the occasions like inauguration, welcoming, condolence, farewell, vote of thanks, and celebration of important days and national holidays. (General questions / short notes may be asked) (General questions / short notes may be asked)	50%





Teaching-Learning Methodology	Learner-centred Instructional methods Direct method, quiz, assignments, interactive sessions, seminars, visual presentations, group discussions, project based learning and use of e-resources, including films
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)

Sr. No.	Details of the Evaluation	Weightage
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%

*Students will have to score a minimum 40(forty) percent to pass the course.

Course Outcomes: After completion of the course, the learner

1.	<ul style="list-style-type: none">• Understands and appreciates creative English and is able to refine his/her oral and written expressions• Actively thinks about what is happening in a text while reading it, and mentally interacts and constructs meaning from the text• Uses formal channels and methods of communication, and is able to overcome the barriers to effective communication for effective operation of a business organization• Drafts effective Sales Promotion letters.
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Sr. No.	References
	<ul style="list-style-type: none">• Essentials of Business Communication – Rajendra Pal and JS Korlahalli (Sultan Chand & Sons)• Principles and Practice of Business Communication – Rhoda A Doctor & Aspi H Doctor (AR Sheth & Company, Mumbai)• Business Communication – US Rai & SM Rai (Himalaya Publishing House, Mumbai)• Developing Communication Skills – Krishna Mohan & Meera Benerji (Macmillan)• Effective Business Communication – Asha Kaul (Prentice Hall – Economy Edition)• Business Communication – Asha Kaul (Prentice Hall of India Pvt Ltd, New Delhi)• Effective Business Communication – M V Rodriques (Concept Publishing House)• Writing with a purpose – Champa Tickoo and Jaya Sasikumar (Oxford University Press, Mumbai)• Business Communication and Report Writing – R P Sharma and Krishna Mohan (Tata Mcgraw Hill 2002)• Communication Skills – Sanjay Kumar & Pushp Lata (OUP)• Business Communication second edition –Meenakshi Raman and Prakash Signh (Oxford University Press New Delhi)• Business Communication Making Connection in a Digital World –Raymond V Lesikar, Marie E Flately, Kathryn Rentz and Neerja Pande Eleventh Edition (Tata McGraw –Hill New Delhi)• Developing Communication Skills – Krishna Mohan and Meera Banerji, second edition (Macmillan Publishers India Ltd Mumbai)• Joshi Gangadhar (2016), Campus to Corporate, Sage Publication India Pvt Ltd, New Delhi.• Wadkar Alka ((2016), Life Skills for Success, Sage Publication India Pvt Ltd, New Delhi.

On-line resources to be used as and when required.





B.VOC. (Banking & Financial Services) SEMESTER -IV

Course Code	UB04MABVB01	Title of the Course	Customer Service Associate – Financial Services
Total Credits of the Course	4	Hours perWeek	6

Course Objectives	The course intends to expose the student to in depth learning about proper methods to identify customer queries and requirement and also how to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow.
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Unit / Module	Course Description
1.	Introduction to the Banking Sector and the Job Role of Customer Service Associate - Financial Services Discuss the objectives and benefits of the Skill India Mission • Describe the scope of Banking Industry and its sub-sectors • Discuss job role and opportunities for a Customer Service Associate - Financial Services • List the basic terminologies used in banking services
2.	Attend Customer Queries and Requirements Discuss the principles of customer service • Describe the standard procedure of greeting the customers • Explain the methods of verifying customer identity using established security checking procedures • State the significance of listening to the customer’s requirements, complaints or concerns attentively • Describe the methods of identifying and assessing customer’s requirements for providing appropriate clarifications and solutions along with addressing their dissatisfaction • Outline the importance of following the standard procedures to address customers’ dissatisfaction and complaints and gathering additional information to answer their queries • Explain the standard methods of identifying customers’ complaints requiring escalation along with the standard escalation process • State the importance of maintaining sustainable relationship and trust with customer through open and interactive communication and responding to inquiries promptly
3.	Resolve Customer Queries Effectively Discuss various types of services and products provided by the financial organizations • State the significance of maintaining broad knowledge of products and services • Describe the methods of identifying implications of the customer complaint • Explain the standard methods to analyse options to resolve customers’ complaints and resolving their queries regarding product and services • Discuss escalation matrix for customer query resolution • Explain the methods to assess the timelines for resolution of customer complaints • Outline the importance of ensuring that the services are provided within the timelines and quality standards and following the standard procedures if agreed timelines are not achieved • Discuss effective ways of contributing ideas to resolve customer problems to improve productivity and delivering prompt and professional solution for customer inquiries via direct contact, phone, email, online chat, etc. •



	State the significance of ensuring that response to customer's requests is designed to maximize customer satisfaction
4.	Provide Customer Service Discuss the relevant legal and data protection legislation in relation to delivering customer service and information handling • Discuss the purpose and benefits of delivering customer service that meets or exceeds and customer expectations along with the purpose and benefits of continuous improvement • State the significance of quality standards appropriate to own responsibilities • Describe the types of problems that customers may experience and the process to resolve or refer them • Explain the methods of reviewing previous interactions with the customers • State the significance of ensuring that the steps are taken to determine customer satisfaction with the product/service provided • Explain the methods to build effective relationship with the customers
5.	Maintain Records and Evaluate Customer Service Explain the standard procedure to obtain and evaluate customer feedback for its importance and impact on business • Discuss standard escalation matrix for customer feedback in a financial organization and techniques to improve customer service based on the feedbacks • Discuss effective ways of identifying improvements that can be made to services to customer for analysis of feedback • State the significance of following the relevant legal and data protection legislation in relation to delivering customer service and information handling • Explain the methods to monitor customer satisfaction • Describe various types of documents to be maintained for customer service as per the standards • Outline the importance of completing all documentation in accordance with legislation and standard procedures • Discuss standard procedure of collecting customer's information and check with existing records
6.	Maintain Data Integrity Discuss the usage of digital technology to capture data • Describe various ways to check data for accuracy and validity • Explain the procedure to generate reports for data analysis • State the significance of a complete and accurate database • Discuss the standard processes and protocols to be maintained for data integrity • Describe the methods to secure digital and paper documents • Elaborate the standard procedures for disposing of the digital and paper records • Discuss the standard procedure for dissemination of data
7.	Maintain Effective Communication and Service Standard Discuss the importance of professionalism, etiquette, and code of ethics to be maintained at the workplace • List some active listening techniques • Describe the methods and importance of effective communication • State the significance of maintaining clarity, honesty, and transparency while communicating with the customers and colleagues as well as not defaming the competitors • Recall various ways to handle complaints and conflicts • Discuss the significance of passing on essential information to the colleagues timely • State the importance of helping the colleagues with specific issues and problems • Outline the procedure of receiving feedback constructively • Explain the standard policies on gender and age sensitivity • Discuss the standard policy with regards to People with Disabilities (PwD)



8.	<p>Maintain Health and Safety Standard</p> <p>Discuss the legislative requirements and standard procedures for health, safety, and security and the role and responsibility of a Business Correspondent & Business Facilitator concerning the same • Discuss the concept, types, and reporting procedure of health and safety hazards found at the workplace • List the hazards that can be dealt with safely, competently, and within limits of authority of a Business Correspondent & Business Facilitator • Outline the limits of a Business Correspondent & Business Facilitator’s responsibility for dealing with hazards • Discuss the standard emergency procedures for different emergencies and the importance of following them • State the importance of maintaining high standards of health, safety, and security • Discuss various types of breaches in health, safety, and security, and procedure to report the same • State the implications of noncompliance with the health and safety standards • Elaborate the evacuation procedures for workers and visitors • Discuss the ways to summon medical assistance and the emergency services, where necessary • Discuss the importance of reporting the health, safety, and accident • Discuss the role of government agencies in the areas of safety, health, and security and their norms and services</p>
9.	<p>Material Conservation</p> <p>• List the types of hazards, risks, and threats associated with handling different materials • Discuss the role of workstation layout, electrical and thermal equipment used in the material conservation • Discuss organizational procedures for minimizing waste • Elucidate practices of efficient and inefficient management and utilization of material and water at the workplace • Discuss the ways to manage material and water usage at work effectively</p>
10.	<p>Energy/Electricity Conservation</p> <p>• Define electricity • Discuss the basics of electricity • List the energy-efficient devices that are used in the job • Discuss the ways to identify electrical problems that can arise during work • Discuss the standard practices to be followed for conserving electricity in the job • State the impact of improperly connected electrical equipment and appliances on the tasks being performed</p>
11.	<p>Waste Management/Recycling</p> <p>List the various types of recyclable, non-recyclable, and hazardous waste • State the significance of different coloured dustbins • List the different types of waste to be segregated • State the importance of waste management • Discuss the standard methods for waste disposal • List the sources of pollution. • Discuss the ways to minimize various types of pollution</p>

Units/ Modules have the same weightage in the evaluation as suggested in the course outline.

Teaching –Learning Methodology	Lecture Method, Online Lectures, Group Discussion
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Evaluation Pattern		
Number	Details of Evaluation	Weightage
	Examination conduct by BFSI	100%

Students have to score a minimum of 50% (Fifty Percentage) to pass the course.



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No.	Course Out comes: Having completed this course,
1.	Apply proper methods to identify customer queries and requirement
2.	Role play on how to provide effective customer service
3.	Employ proper procedure to maintain records and evaluate customer service
4.	Employ suitable practices to maintain data integrity and data privacy
5.	Dramatize how to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
6.	Apply health, hygiene, and safety practices at the workplace
7.	Use resources at the workplace optimally



Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04MABVB02	Title of the Course	Human Resource Management-II
Total Credits of the Course	04	Hours per Week	04

Course Objectives:	<ol style="list-style-type: none">1. Understand the principles and practices of HRM compensation, promotion, and transfer, including the analysis of compensation structures, promotion criteria, and transfer processes within organizations.2. Gain insight into industrial relations and disputes, exploring strategies for conflict resolution, negotiation, and fostering positive employer-employee relationships to maintain productivity and mitigate disruptions
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Course Content		
Unit	Description	Weightage* (%)
1.	Managing Performance and Compensation Performance Appraisal: Concept of Performance Appraisal Objectives of Performance Appraisal Importance of Performance Appraisal Techniques of Performance Appraisal (a) MBO (b) BARS (a) Checklist (b) Paired Comparison Limitations of Performance Appraisal Compensation: Concept of Compensation Types of Compensation Factors affecting Compensation	25
2.	Maintaining and Retaining Human Resources: Promotion: Concept & Basis for Promotion Promotion Policy Transfer: Concept of Transfer Need & Objectives of Transfer Types of Transfer Transfer Policy	25
3.	Integrating Human Resources: Industrial Relations: Concept of Industrial Relations Objectives of Industrial Relations Approaches to Industrial Relations Causes of poor Industrial Relations Measures for improving Industrial Relations Industrial Disputes: Meaning & Definition of Industrial Disputes Causes of Industrial Disputes	25



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	Prevention of Industrial Disputes	
4.	Occupational Health and Safety: Concept of Occupational Health Significance of Occupational hazards and diseases Issues in Employee Health & Safety Employee safety Significance of Industrial Safety	25

Teaching-Learning Methodology	Lecture, Recitation, Group discussion, Guest speaker, Debate, Assignments, Field trips, Seminar, Quizzes
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%
*Students will have to score a minimum 40(forty) percent to pass the course.		

Course Outcomes: Having completed this course, the learner will be able to

1.	To Understand and implementing effective performance appraisal methods to inform fair compensation decisions.
2.	To develop competency in HRM strategies to facilitate successful employee promotions and transfers.
3.	To become mastering industrial relations and dispute resolution techniques to foster harmonious workplace environments and mitigate conflicts effectively.
4.	To Acquire comprehensive knowledge and skills to promote and maintain a safe and healthy work environment in compliance with occupational health and safety regulations.

Suggested References:

Sr. No.	References
1.	K. Aswathappa, "Human Resource Management – Text & Cases", Tata McGraw Hill, Companies, New Delhi, 7th Reprint 2008
2.	L. M. Prasad, "Organisational Behaviour", Sultan Chand and Sons, New Delhi, 4th Edition – Reprint 2008
3.	P. Subba Rao, "Personnel and Human Resource Management – Text and Cases", Himalaya Publishing House, Mumbai, 5th Edition 2010.
4.	S. S. Khanka, "Human Resource Management- Text and Cases", Sultan Chand and Sons, New Delhi, First Edition – Reprint 2008.
5.	S. V. Ganakar and C. B. Mamoria, "Personnel Management: Text and Cases," Himalaya Publishing House, Mumbai, 28th Edition 2008.
6.	Vikas Arora & Seema Arora, " Human Resource Management", Global Vision Publishing House, New Delhi, First Edition – 2011.

On-line resources

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Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04MDBVB01	Title of the Course	Insurance Laws & Practice
Total Credits of the Course	04	Hours per Week	04

Course Objectives:	<ol style="list-style-type: none">1. Learn about insurance sector2. Insurance and it's in depth study will explore the career of students3. Understand the insurance sector with practical training and its importance in any other field.
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Course Content		
Unit	Description	Weightage* (%)
1.	General Principles and Concepts of Insurance Insurable interest Indemnity Unberrimae fide Nature of Insurance Contract, Features of insurance contract, types of insurance Market players and their roles-Agents , brokers, surveyors & loss Assessors	25
2.	Life Insurance Application of principles in life insurance contract, Representation Assignment and nomination, Tax law implications Stamp duties, role and Function of life insurance companies.	25
3.	Fire Insurance The Standard Fire & Special Perils Policy. Terrorism Cover. Tariff System. Special Policies.	25
4.	General Insurance Application of principles in General Insurance contacts, structure of the policy Insurance documentation, Underwriting and Rating Claims Procedures, Underinsurance, condition of Average, Salvage.	25

Teaching-Learning Methodology	Lecture, Recitation, Group discussion, Guest speaker, Debate, Assignments, Field trips, Seminar, Quizzes
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)

Sr. No.	Details of the Evaluation	Weightage
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%

*Students will have to score a minimum 40 (forty) percent to pass the course.

Course Outcomes: Having completed this course, the learner will be able to

1.	To understand the General Principles and Concepts of Insurance
2.	To explore in the field of Life Insurance
3.	Detail study in the area of Fire insurance and understand the standard policy of it.
4.	Deep knowledge of General Insurance and the claim procedure

Suggested References:

Sr. No.	References
1.	Kuchhal, M C and Vivek K kuchhal, Business Law, Vikas Publishing house, New Delhi
2.	Maheshwari & Maheshwari, Business Law, National publishing House, New Delhi
3.	Gowar, LCB, Principles of Modern Company Law, Stevens and sons, London
4.	Avtar Singh, Introduction to Company Law, Eastern Book company

On-line resources



Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04SEBVB01	Title of the Course	Corporate Communication— II
Total Credits of the Course	02	Hours per Week	02
Course Objectives:	<ul style="list-style-type: none"> • To Understand the significance, nature, and need for team building in organizational settings. • To Apply guidelines for effective team building, including fostering communication, promoting trust, and encouraging collaboration. • To Identify the components of a business proposal, including the executive summary, introduction, objectives, methodology, budget, and conclusion. • To Apply the appropriate format for writing business proposals based on organizational and industry standards. 		

Course Content (Theory)		
Unit No.	Description	Weightage
1.	Team Building Significance, Nature and Need of Team Building – Difference Between Team and Staff – Stages of Team Building – Types of Teams – Effectiveness – Guidelines for TB – Factors Responsible for Resistance to TB – Agenda for TB (General questions / short notes may be asked)	50%
2.	Business Reports and Proposals <ul style="list-style-type: none"> • What is Report? • Steps in Writing Reports • What is Business Proposal? • Types of Business Proposal (Internal, External, Solicited, Unsolicited) • Components of a Proposal • Format of Proposal 	50%

Teaching-Learning Methodology	Learner-centred Instructional methods Direct method, quiz, assignments, interactive sessions, seminars, visual presentations, group discussions, project based learning, use of e-resources, including films
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)

Sr. No.	Details of the Evaluation	Weightage
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%

*Students will have to score a minimum 40 (forty) percent to pass the course.

Course Outcomes: After completion of the course, the learner

	<ul style="list-style-type: none">• Develops effective writing skills in drafting of Press Reports• Understands the importance of non-verbal aspects of communication and subsequently improves his/her ability to relate, engage and establish meaningful interactions in everyday life• Makes better Presentations and is able to deliver short speeches using proper body language• Develops effective writing skills in the drafting of Business Reports; Notices, Agendas and Minutes of Corporate Meetings, etc.
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Sr. No.	References (Theory)
	<ul style="list-style-type: none">• Essentials of Business Communication – Rajendra Pal and J S Korlahalli (Sultan Chand & Sons)• Principles and Practice of Business Communication – Rhoda A Doctor & Aspi H Doctor (AR Sheth & Company, Mumbai)• Business Communication – US Rai & SM Rai (Himalaya Publishing House, Mumbai)• Developing Communication Skills – Krishna Mohan & Meera Benerji (Macmillan)• Effective Business Communication – Asha Kaul (Prentice Hall – Economy Edition)• Business Communication – Asha Kaul (Prentice Hall of India Pvt Ltd, New Delhi)• Effective Business Communication – M V Rodriques (Concept Publishing House)





	<ul style="list-style-type: none">• Writing with a purpose – Champa Tickoo and Jaya Sasikumar (Oxford University Press, Mumbai)• Business Communication and Report Writing – R P Sharma and Krishna Mohan (Tata McGraw Hill 2002)• Communication Skills – Sanjay Kumar & Pushp Lata (OUP)• Business Communication second edition –Meenakshi Raman and Prakash Signh (Oxford University Press New Delhi)• Business Communication Making Connection in a Digital World –Raymond V Lesikar, Marie E Flatley, Kathryn Rentz and Neerja Pande Eleventh Edition (Tata McGraw –Hill New Delhi)• Developing Communication Skills – Krishna Mohan and Meera Banerji, second edition (Macmillan Publishers India Ltd Mumbai)• Joshi Gangadhar (2016), Campus to Corporate, Sage Publication India Pvt Ltd, New Delhi.• Wadkar Alka ((2016), Life Skills for Success, Sage Publication India Pvt Ltd, New Delhi.
	<p>Books/Programmes recommended: (Practical)</p> <ul style="list-style-type: none">• Starting Business English BBC (Video)• Follow Through BBC (Video)
On-line resources to be used as and when required.	





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Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04SEBVB02	Title of the Course	Environmental Impact & Risk Management II
Total Credits of the course	02	Hours per Week	

Course Objectives	To formulate strategies for the various developmental projects. To identify the various analysis structure through the EIA methods.
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Unit	Description in detail	Weightage (%)
1	Risk Analysis: Definition of risk, environmental risk analysis-risk assessment and risk management. Basic steps in risk assessment - Hazard identification. Dose-response assessment, Exposure assessment, Risk characterization, Risk assessment in EIA. Strategic Environmental Assessment (SEA)-principles and potential, improving the effectiveness of EIA.	25%
2	Aims and objectives of public involvement in EIA; Public involvement methods; approaches for EIA reviewing; Economic efficiency and valuation methods. Types of environmental audits: Assessment and compliance audit, occupation health and safety; Energy audits. ISO 14001; Environmental Management systems in India; Drivers for the development of audit programme. General audit process- preparation, excretions, performance valuation and execution. Environmental risk insurance; Environmental audit and EIA, Vocational prospects in the field of EIA, Auditing and EMS.	25%

Teaching-Learning Methodology	Learner-centred Instructional methods Direct method, quiz, assignments, interactive sessions, seminars, visual presentations, group discussions, project based learning, use of e-resources, including films
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)		
Sr.	Details of the Evaluation	Weightage



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No.		
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%
*Students will have to score a minimum 40 (forty) percent to pass the course.		

Course Outcomes: After completion of the course, the learner	
	<ul style="list-style-type: none">• Understand the environmental risk analysis and assessment.• Student learn about aims and objectives of public involvement in EIA• Vocational prospects in the field of EIA

Sr. No.	References (Theory)
	<ul style="list-style-type: none">• Wathern P., “Environmental Impact Assessment: Theory and Practice”,Routledge Publishers,1990• Marriott B., “Environmental Impact Assessment: A Practical Guide”,McGraw-Hill Publication,1997• Hand book of Environmental Impact Assessment vol –1: By Judith petts,• The Risk Assessment of Environmental and Human Health Hazards (Text book of case studies): By Paustenbach, D.ceds



Programme: B VOC (Banking & Financial Services) Semester: IV

Course Code	UB04SEBVB03	Title of the Course	Office Management- II
Total Credits of the Course	02	Hours per Week	02

Course Objectives:	<ul style="list-style-type: none">• To Understand the importance of office management in professional contexts.• To identify the advantages of effective office management in professional life for success.• To understand the office accommodation, communication and automation.
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Course Content		
Unit No.	Description	Weightage
1.	Office accommodation: Selection of site. Office layout. Environment and working conditions. Office Communication: Various means of communication- Their use, merits and limitations. Selection of means of communication. Correspondence through Internet.	50%
2.	Office Automation: Uses and abuses of labour saving appliances. A study of various types of commonly used appliances i.e. typewriter, duplicator, accounting machines, addressing, machines, calculator, franking machine, weighting and folding machine, Dictaphone, cash register, coin sorter, time recorder, photocopier, telephone, facsimile, computer, scanner, printer, letter opener, time and date stamps etc.	50%

Teaching-Learning Methodology	Learner-centred Instructional methods Direct method, quiz, assignments, interactive sessions, seminars, visual presentations, group discussions, project based learning and use of e-resources, including films
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Evaluation Pattern As per Sardar Patel University Letter :(E-3/2384) (06/01/2024)

Sr. No.	Details of the Evaluation	Weightage
1.	Internal	50%
2.	Internal Continuous Evaluation in the form of Quizzes, Seminars, Assignments and Attendance	
3.	University Examination	50%

*Students will have to score a minimum 40(forty) percent to pass the course.

Course Outcomes: After completion of the course, the learner

1.	<ul style="list-style-type: none">• Understand the importance office accommodation and office communication• Learn about the office layout and other important parameters of office• Explore them through practical learning of office accommodation, Communication and automation.
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Sr. No.	References
	<ul style="list-style-type: none">• Choat, Dennis E. "Office Management." Clinics in Colon and Rectal Surgery 18, no. 04 (November 2005): 247–48. Curtis, Myra. "American Office Management." Public Administration 10, no. 2 (April 3, 2007): 179–95.• Collins, Sharon K. "Office Management of Insurance." Perspectives on Fluency and Fluency Disorders 13, no. 1 (September 2003): 19–20.

On-line resources to be used as and when required.





B.VOC.: (Banking & Financial Services) SEMESTER -IV

Course Code	UB04VABVB01	Title of the Course	ON THE JOB TRAINING PROJECT
Total Credits of the Course	02	Hours per Week	02

Course Objectives	Students learn through internship in their respective field with practical training provide by different organization.
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Unit	Course Description	Weightage (%)
1.	<ul style="list-style-type: none"> The students have to undergone for internship/ on the job training under any Concerned Organization in the areas of QP/NOS A presentation as well as report has to prepared and presented for the viva-voce and submit it to the concerned faculty. 	100%

Units have the same weightage in the evaluation as suggested in the course outline.

Teaching –Learning Methodology	Field visit, internship base project work, Presentation
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Evaluation Pattern		
Number	Details of Evaluation	Weightage
1.	External examination through project submission and viva voce by University / College.	100%

Students have to score a minimum of40% (Forty Percentage)to pass the course.

No.	Course Out comes: Having completed this course,
1.	Students will get Practical knowledge
2.	Students will Learn so many things through Field work experience.
3.	Students will develop their Presentation Skills.
4.	Students will enrich their talent and get overall development.