

**Detailed Program**  
**Bachelor of Business Administration**  
**(BBA)**

**Finance, Marketing, Human Resource Management,  
Foreign Trade & Digital Marketing**

**Semester- VI**  
**(2023-2027)**

DOC202306070011



**RNB GLOBAL UNIVERSITY**

RNB Global City, Ganganagar Road,  
Bikaner, Rajasthan 334601

## **OVERVIEW**

RNB Global University follows Semester System along with Choice Based Credit System as per latest guidelines of University Grants Commission (UGC). Accordingly, each academic year is divided into two semesters, **Odd (July-December)** and **Even (January-June)**. Also, the university follows a system of continuous evaluation along with regular updating in course curricula and teaching pedagogy.

The curriculum for BBA program for Even Semester, along with examination pattern is as follows:

### **Course Scheme**

#### **Semester –VI**

S. No.	Course Code	Category	Course Name	L	T	P	Credits
1.	11013500	DSC-20	E- Business	3	1	0	4
2.	11013600	DSC-21	Business Policy and Strategic Management	3	1	0	4
3.	11030700	DSC-22	Income Tax Law and Practice	3	1	0	4
3.		DSE -3	Specialization Elective III	3	1	0	4
4.		DSE- 4	Specialization Elective IV	3	1	0	4
5.	11014400	GE-6	Rural Marketing (GE -Group B)	3	1	0	4
6.	99003800	IAPC	Internship/Apprenticeship / <b>Project</b> /Community Outreach	0	0	4	2
7.	99003300		Workshops/Seminars/Human Values/ Social Service/NCC/NSS	-	-	-	1
<b>Total</b>				<b>18</b>	<b>6</b>	<b>4</b>	<b>27</b>

### **DISCIPLINE SPECIFIC ELECTIVES**

Discipline Specific Electives (DSE)						
Sr.No.	Marketing		L	T	P	Credits
3	11014100	Sales and Distribution Management ( <b>DSE-3</b> )	3	1	0	4
4	11021000	Services Marketing ( <b>DSE-4</b> )	3	1	0	4
Finance			L	T	P	Credits

3	11013900	Corporate Accounting <b>(DSE-3)</b>	3	1	0	4
4	11014500	Insurance and Risk Management <b>(DSE-4)</b>	3	1	0	4
<b>Human Resource Management</b>			<b>L</b>	<b>T</b>	<b>P</b>	<b>Credits</b>
3	11014000	Industrial Relations and Labor Law <b>(DSE-3)</b>	3	1	0	4
4	11014600	Team Building and Leadership <b>(DSE-4)</b>	3	1	0	4
<b>Foreign Trade</b>			<b>L</b>	<b>T</b>	<b>P</b>	<b>Credits</b>
3	11020300	International Relations <b>(DSE-3)</b>	3	1	0	4
4	11020400	International Economics & Foreign Exchange Management <b>(DSE-4)</b>	3	1	0	4
<b>Digital Marketing</b>			<b>L</b>	<b>T</b>	<b>P</b>	<b>Credits</b>
3	11020500	Advance Google AdWords & outline Display Advertising <b>(DSE-3)</b>	3	1	0	4
4	11020600	Data Analysis & Visualization <b>(DSE-4)</b>	3	1	0	4

### **EVALUATION SCHEME**

The evaluation of the BBA program would be based on Internal and External Assessments. Internal Assessment would consist of 50% of the marks (50 marks) and external assessment (in form of End Term Exam) would consist of remaining 50% marks (50 marks). Detailed scheme of Internal and External Assessments as follows:

### **Internal Assessment**

The distribution of Internal Assessment Marks is as follows:

Type	Details	Marks
Mid Term	Two Mid-term Sessional of 15 marks each (15+15)	30
Marks obtained in various Tests, Assignments, Presentations, Quiz, Tutorials, etc.	Average of marks obtained	15
Attendance	75%+: 5 marks	5
<b>TOTAL</b>	<b>50</b>	

**External Assessment**

Type	Marks
Theory	50

**EVALUATION SCHEME- WORKSHOPS & SEMINARS &NCC/NSS**

1. NCC/NSS will be completed from Semester I – Semester IV. It will be evaluated internally by the institute. The credit for this will be given at the end of each Semester.
2. The students must join club/clubs with the active participation in different activities of club. The students would be continuously assessed from Semester-I to Semester-IV and credits and marks would be given after the end of each Semester

## **1. VISION**

To educate and inspire capable and competent leaders with a futuristic business acumen & entrepreneurial spirit.

## **2. MISSION**

To equip the students of school of commerce & management with the ability to explore, examine, think critically and develop professional skills to become responsible global leaders who can contribute meaningfully to the industry and society through excellence in learning and practice-oriented research.

## **3. PROGRAM EDUCATIONAL OBJECTIVES (PEO's)**

**PEO1:** To develop students to handle business issues as professional and solve the problems.

**PEO2:** To develop students to lead a team as well as work as member of team.

**PEO3:** To bridge the gap between theoretical and practical knowledge of the students by adopting innovative teaching pedagogy.

#### 4. PROGRAMME OUTCOMES (PO'S)

After the completion of this program students will be able to:

**P01.Exhibit** memory of previously learned management knowledge by correlating facts and terminologies.

**P02. Understand** the impact of societal and environmental factors on business and corporate world and explain its relationship with sustainable development.

**P03. Demonstrate** knowledge and understanding of the management principles to explore different functional aspects of business world.

**P04. Develop** technical competence in domestic and global business through the study of major disciplines within the fields of business.

**P05.**

**Apply** the knowledge of business concepts and functions in an integrated manner to solve business problems.

**P06. Make use of** ethical principles and commit to professional ethics and responsibilities and norms of the Management practice.

**P07. Organize** a complex issue into a coherent written statement and plan its effective presentation.

**P08. Function** effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

**P09.Analyze, and devise solutions** for structured and unstructured business, problems of law and issues using structured, cohesive, and logical reasoning

**P010. Create and manage** innovations, new business development, and high-growth potential entities. They will be able to create an additional avenue of self-employment and also to benefit industry by providing them with suitable trained person.

**P011. Examine** and break information into parts to manage projects in multidisciplinary environments.

**P012. Build** the ability to engage in independent and life-long learning in the broadest context of technological change.

## 5. PROGRAM SPECIFIC OUTCOMES (PSO's)

**PSO1: Demonstrate understanding of** a range of disciplines of Management, business accounting, economics, finance, and marketing.

**PSO2: Develop** the proficiency to adopt critical thinking by analysis & interpretation of the situations, cases & construct feasible solutions to solve problems and use decision making skills in business decisions.

**PSO3: Apply** the knowledge of academics in Industry and get trained to exhibit the relevance of conceptual knowledge gained in academics in real professional world through Internship and projects.

**PSO4: Adapt** business practices based on the opportunities and challenges of a growing business environment.

<b>6.1 Course outcomes: Semester – VI</b>	
<b>Course Code &amp; Course Name</b>	<b>After completion of these courses' students should be able to</b>
11013500- E-Business	<p><b>C01:</b> Define basic business models on the web with examples of their implementation.</p> <p><b>C02:</b> Classify basic marketing techniques and strategies on the internet, including analysis of their effectiveness.</p> <p><b>C03:</b> Make use of basic personalization mechanisms for websites and their roles in gathering marketing information.</p> <p><b>C04:</b> Identify basic techniques of positioning on the internet in creating the marketing image of the organization as well as the product brand &amp; to know how technology helps bridging gaps in business.</p> <p><b>C05:</b> Evaluate the e-business concepts which can be applied to different field.</p>
11013600 – Business Policy and Strategic Management	<p><b>C01:</b> Understand the nature, scope, and dimensions of business policy.</p> <p><b>C02:</b> Explain about the growing importance of strategies in uncertain business Environment. &amp; learn the unique challenges faced by firms in competitive environment.</p> <p><b>C03:</b> Identify the applicability of various Strategies in varied situations &amp; also in general and competitive business environments.</p> <p><b>C04:</b> Analyze cases through strategic decision making, &amp; the use strategic management concepts and techniques.</p> <p><b>C05:</b> Formulate the policies and strategies for a business organization.</p>
11030700- Income Tax Law & Practice	<p><b>C01:</b> Remember the basic concepts of framework of taxation including residential status.</p> <p><b>C02:</b> Understand the legal framework of Income Tax Act, 1961 and rules made there under relating to five heads of income.</p> <p><b>C03:</b> Identify the requirements of filling of various forms and returns.</p> <p><b>C04:</b> Analyse the tax regime and finding methods of tax planning.</p> <p><b>C05:</b> Measure the income tax liability of an individual or organization.</p>



11014400 – Rural Marketing (From the Pool of GE)	<p><b>C01:</b> Find out the importance of Rural Marketing and what is the size and potential of Indian Rural Market.</p> <p><b>C02:</b> Relate the concepts and principals of marketing management and Sales &amp; distribution in the field rural marketing.</p> <p><b>C03:</b> Apply the concepts of consumer behavior, distribution channels and marketing strategies in the context of Indian rural market.</p> <p><b>C04:</b> Analyze the opportunities &amp; emerging challenges in the rural market.</p> <p><b>C05:</b> Decide upon the course of action to be adopted for developing the rural market.</p>
11013700 – Mini Project	<p><b>C01:</b> Able to find out the relevancy of the concepts learned while conducting research in management issues.</p> <p><b>C02:</b> Demonstrate the skills learned in writing the mini project report for the problem/topic undertaken for study.</p> <p><b>C03:</b> Make use of tabulation, charts, and statistical tools for data interpretation.</p> <p><b>C04:</b> Analyze data and arrive at a meaningful conclusion for the research undertaken.</p> <p><b>C05:</b> Interpret the data for preparing the effective strategy</p>

### 11.2 Mapping: Semester – VI

11013500	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	2	3			2		3	3	3	3	2
C02	2		3	2	2	3	2	2	3	3	2	
C03	1	2	3	3	3		2	2		3	2	2
C04		2	3	2	3	2	3	2	3	2		2
C05	2		3		3			3	3	2	2	

11013600	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	3	2	3	1	2	1	2	1	-	-	3
C02	2	2	-	1	-	-	1	1	-	2	3	3
C03	1	2	2	1	-	2	-	-	2	-	2	3
C04	2	2	1	-	2	-	2	-	-	2	-	3
C05	3	3	2	3	1	2	3	2	3	2	2	3

11030700	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	1	2	3	3	2	2	3	3	2	3	3
C02	1	3	1	2	2	1	3	2	2	3	3	2
C03	2	2	3	2	2	2	3	3	1	2	-	3
C04	2	3	3	2	1	3	2	2	2	2	-	2
C05	3	3	2	3	2	2	3	3	3	3	2	3

11014400	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	2	3	2	3	2	3	2		2	3	2	3
C02		2	3	2	3	2	3	2	3	2	3	3
C03	3	2	3	2	3	2		3	3		3	3
C04	3	2	2	2	2	2	3	3		3	2	3
C05	3	2	3	2	2	2	3	3	3	3	3	3

11013700	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	2	3	2	3	2	3	-	3	2	3	3
C02	-	3	2	3	2	3	2	3	2	3	2	3
C03	3	2	3	2	3	2	-	3	3	-	2	3
C04	3	2	2	2	2	2	3	3	-	3	2	3
C05	3	2	2	2	2	2	3	2	3	3	2	3

### 7.1 Course outcomes: Discipline Specific Elective: Marketing

Course Code & Course Name	After completion of these courses' students should be able to
11014100 – Sales and Distribution Management	<p><b>CO1:</b> Define the basic concepts related to sales &amp; distribution system</p> <p><b>CO2:</b> Understand sales budgeting &amp; its method this will help them to manage the selling expenses by using sales forecasting methods.</p> <p><b>CO3:</b> Apply &amp; determine size of sales force &amp; Design Personal selling strategies.</p> <p><b>CO4:</b> Analyze &amp; design sales meeting agenda and sales contests &amp; key decision-making variables in sales Management and distribution channel management.</p> <p><b>CO5:</b> Apply the techniques of territory design for the sales force for effective creation of distribution network.</p>
11013800 – Services Marketing	<p><b>CO1:</b> Understand distinctive features of services and key elements in services marketing</p> <p><b>CO2:</b> Apply the knowledge of services marketing in framing effective strategies for gaining competitive advantage in the market.</p> <p><b>CO3:</b> Analyze the significance of services marketing in the economy and deeper aspects of successful services marketing.</p> <p><b>CO4:</b> Predict the expectations of customers and translate this knowledge into genuine value for customers.</p> <p><b>CO5:</b> Create service marketing strategies which will provide a competitive edge amongst the various brands in the market.</p>

### 7.2 CO PO Mapping: Discipline Specific Elective: Marketing

11014100	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	1	2	3	2	1	2		2	1	2	2	2
CO2	3	3		3	2	2	1	2	2	3	2	2
CO3	2	3	3		3	2	3	3	2	2	3	2
CO4	2	3	2	3	2	2	2	2	1	2	1	
CO5	2	2	2	3	3	1	3	3	2	2	3	3

11013800	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	2	2	3	3	2	-	-	2	3	2	-	2
CO2	2	-	2	2	3	2	2	2	-	-	2	2
CO3	2	-	2	2	2	3	-	2	2	-	3	2
CO4	2	2	2	-	2	-	3	-	2	-	2	2
CO5	3	2	2	2	-	-	3	2	-	3	2	3

<b>8.1 Course outcomes: Discipline Specific Elective: Finance</b>	
<b>Course Code &amp; Course Name</b>	<b>After completion of these courses' students should be able to</b>
11013900 – Corporate Accounting	<p><b>C01:</b> Understand the journal entries of issue of shares and issue of debentures.</p> <p><b>C02:</b> Understand the working styles of companies, the importance of final accounts of companies.</p> <p><b>C03:</b> Apply the valuation method of shares and goodwill and measurement of performance of companies &amp; the concept of sources of redemption of debentures, redemption of Preference shares.</p> <p><b>C04:</b> Examine the accounting and reporting requirements of the Companies and relevant Indian Accounting Standards &amp; understand the treatment regarding issue of bonus shares and treatment of prior period profits.</p> <p><b>C05:</b> Formulate the financial statements using corporate accounting techniques.</p>
11014500 – Insurance and Risk Management	<p><b>C01:</b> Understand the business environment of Insurance in India &amp; the key concepts in General Insurance contracts and insurance contracts.</p> <p><b>C02:</b> Understand and identify what is Insurance, why insurance works and to determine insurance needs.</p> <p><b>C03:</b> Identify various insurance operation, including functions of insurance, insurance markets, insurance regulations &amp; understand the pricing, financing, and risk diversification strategies of insurance companies.</p> <p><b>C04:</b> Analyze and compare the various kinds of insurance plans as well as the contract selection criteria from a cost benefit point of view.</p> <p><b>C05:</b> Evaluate the risk adjusted performance measures for risk management and value creation.</p>

## 8.2 CO PO Mapping: Discipline Specific Elective: Finance

11013900	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	3	2	3	2	1	2	2	3	3	1	3
C02	2	2	3	2	1	2	2	2	3	1	2	3
C03	3	2	2	2	3	2	2	3	3	2	2	2
C04	2	2	2	2	1	3	3	2	2	2	2	2
C05	3	3	3	3	3	3	3	3	3	3	3	3

11014500	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3	3	2	3	1	2	1	2	3	2	1	3
C02	3	3	2	2	2	-	2	1	2	2	2	3
C03	2	2	1	1	2	-	2	2	3	1	2	3
C04	2	1	2	2	2	1	-	-	3	2	3	3
C05	3	3	3	3	3	-	3	3	3	3	3	3

## 9.1 Course outcomes: Discipline Specific Elective: HR

Course Code & Course Name	After completion of these courses' students should be able to
11014000 – Industrial Relations and Labour Laws	<p><b>C01:</b> Define the core principles and structures of labor Administration &amp; able to understand the legal framework regarding labor relations.</p> <p><b>C02:</b> Understand Laws Related to Industrial Relations and Industrial Disputes, Understand Laws Related to Health, Safety and Welfare</p> <p><b>C03:</b> Apply the important laws governing Industrial Relations &amp; get the knowledge about the role of Govt.</p> <p><b>C04:</b> Analyze the Laws Related to Compensation Management &amp; able to get insights into the Industrial Relations scenario in India &amp; Society and Trade Union in India.</p> <p><b>C05:</b> Evaluate the ability to understand the legal framework regarding labour relations.</p>

11014600 – Team Building and Leadership	<p><b>C01:</b> Define the term team &amp; its importance in reference to the leadership strategies for motivating people and changing organizations.</p> <p><b>C02:</b> Understand about how to establish effective team process and team communication &amp; implement learned skills that help to implement effective changes in the workplace.</p> <p><b>C03:</b> Develop group with problem solving skills and work through problems and issues as well as transcend differences.</p> <p><b>C04:</b> Analyze the creative problem-solving skills along with time and crisis management skills, improvement in their decision making and individual leadership Skills &amp; achieve defined goals at all levels of organization.</p> <p><b>C05:</b> Evaluate the understanding of team building &amp; problem-solving techniques to be applied in the organizations.</p>
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### 9.2 CO PO Mapping: Discipline Specific Elective: HR

11014000	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	2	3	2	2	2		2	2	2	2	2
C02	3	3		3	2	2	2	2	2	3	2	2
C03	2	3	3		3	2	3	3	2	2	3	2
C04	2	2	2	3	3	2	3	3	2	2	3	3
C05	2		2	2		2	3	2	3	2		2

11014600	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	1		3		2	2	2		2	1	2	3
C02	2	2		2	3	1		2	3		2	3
C03	3	2	2	2	1	2	2	1	1	3	1	3
C04	1			2	2	2		2	2	2		3
C05	3	3	3	3	3	3	3	3	3	3	3	3

### 10.1 Course outcomes: Discipline Specific Elective: Foreign Trade

Course Code & Course Name	After completion of these courses' students should be able to
11020300- International Relations	<p><b>C01:</b> Understand International Relation and Approaches to the Study of International Relations.</p> <p><b>C02:</b> Classify the mutual relationship of India and the World must be understood with Envisaged role of the UN and actual record.</p> <p><b>C03:</b> Develop the understanding about the UN agencies-aims and functioning; need for UN reforms shall be discussed.</p> <p><b>C04:</b> Examine India's Political Policies and shall be discussed along with India's Foreign Policy.</p> <p><b>C05:</b> Determine the India and the UN System, vision of a new world order.</p>
11020400- International Economics and Foreign Exchange Management	<p><b>C01:</b> Define about international economics, trade theory and trade policy.</p> <p><b>C02:</b> Understand about international finance&amp; its role in economy.</p> <p><b>C03:</b> Identify role of financial institutions in foreign exchange management.</p> <p><b>C04:</b> Examine the methods of international trade settlement.</p> <p><b>C05:</b> Interpret the exchange rate mechanism and its effects on export finance.</p>

### 10.2 CO PO Mapping: Discipline Specific Elective: Foreign Trade

11020300	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3		3	2	2	2		2	2	2	2	2
C02	3			3			2			3		2
C03		3	3		3	2	3	3			3	2
C04	2	2		3	3		3	3	2	2	3	3
C05	2		2	2		2	3	2	3	2		2

11020400	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3		3		2	2	2		2			3
C02	2	2			3			2	3		2	3
C03	3	2	2			2				3		3
C04				2	2	2		2		2		3
C05	3	3	3	3	3	3	3	3	3	3	3	3

<b>11.1 Course outcomes: Discipline Specific Elective: Digital Marketing</b>	
<b>Course Code &amp; Course Name</b>	<b>After completion of these courses' students should be able to</b>
11020500- Advanced Google Adwords and Online Display Advertising	<p><b>C01:</b> Define the key concepts in Social Media Marketing through google adword.</p> <p><b>C02:</b> Discuss and differentiate between various social media platforms and content designing Marketing strategies used for those.</p> <p><b>C03:</b> Choose the appropriate tools for content designing as per the requirement of the social media platform and target audience.</p> <p><b>C04:</b> Explain the factors to be considered for designing social media strategy or designing a social media marketing campaign.</p> <p><b>C05:</b> Compare various social media platforms and measure the impact of advertising or marketing through those.</p>
11020600- Data Analysis & Visualization	<p>Convey to students the importance of data analysis and visualization in all functions and domains of management.</p> <p><b>C01:</b> Familiarize them with the steps to organize, present, analyze and visualize data.</p> <p><b>C02:</b> Develop student's ability to use advanced functions of MS Excel for informing Financial Decisions.</p> <p><b>C03:</b> Demonstrate to them how to slice and dice data and conduct related analyses with Pivot tables</p> <p><b>C04:</b> Introduce students to specialized Data Visualization software.</p>

### 11.2 CO PO Mapping - Discipline Specific Elective: Digital Marketing

11020500	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3	3		2					3	2	3	3
C02	3	3	2	3	3	3	3	2	3		3	3
C03	3	3	3		3	3	3		3	3	3	3
C04	2		3	2	3	3	3	3	3	3		2
C05	3	3	2	2		2			3	2	3	3

11020600	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3		3	3	3		3	2	2	3	3	
C02	3	3	3		3	2	2	3	3		3	3
C03	3	3		3		3	3	3	2	3	2	3
C04	3		3	3	3	3		3	3	3	3	
C05	3	3	3		3	3	1		3	3	3	3



## **8. CURRICULUM**

**Course Name: E-Business**

**Course Code: 11013500**

### **Objectives:**

- To provide an overview of the various e-business and e-commerce concepts, e- business models, security threats to e-business, e-business applications and strategies, e payment systems and emerging trends in e-business etc.;
- Upon successful completion of this course the student will be able to understand the e-business concepts and how it is different from e-commerce. Moreover, the student will be able to understand the e-business models and infrastructure. Students will learn how e-business concepts are applied to different fields, such as: education, banking, tourism and so on.

### **Course Outline**

#### **Unit I: Introduction to e-business**

Electronic Business, Electronic Commerce, Electronic Commerce Models, Types of Electronic Commerce, Value Chains in Electronic Commerce, E-Commerce in India. Internet, World Wide Web, Internet Architectures, Internet Applications, Web Based Tools for Electronic Commerce, Intranet, Composition of Intranet, Business Applications on Intranet, Extranets. Electronic Data Interchange, Components of Electronic Data Interchange, Electronic Data Interchange Communication Process.

#### **Unit II: Security Threats to e-business**

Security Overview, Electronic Commerce Threats, Encryption, Cryptography, Public Key and Private Key Cryptography, Digital Signatures, Digital Certificates, Security Protocols over Public Networks: HTTP, SSL, Firewall as Security Control, Public Key Infrastructure (PKI) for Security, Prominent Cryptographic Applications.

#### **Unit III: Electronic Payment System**

Concept of Money, Electronic Payment System, Types of Electronic Payment Systems, Smart Cards and Electronic Payment Systems, Infrastructure Issues in EPS, Electronic Fund Transfer.

#### **Unit IV: E-Business Applications & Strategies**

Business Models & Revenue Models over Internet, Emerging Trends in e-Business, e-Governance, Digital Commerce, Mobile Commerce, Strategies for Business over Web, Internet based Business Models.

### **Suggested Readings:**

1. Whitley, David (2000). e-Commerce Strategy, Technologies, and Applications. Tata McGraw Hill.
2. Schneider Gary P. and Perry, James T (1st Edition 2000). Electronic Commerce. Thomson Learning.
3. Bajaj, Kamlesh K and Nag, Debjani (1st Edition 1999). E-Commerce: The Cutting Edge of Business. Tata McGraw Hill, Publishing Company Ltd., New Delhi.
4. Trepper Charles (1st Edition 2000). E-Commerce Strategies. Prentice Hall of India, New Delhi.
5. Rehman S.M. & Raisinghania (1st Edition 2000). Electronic Commerce Opportunity & Challenges. Idea Group Publishing, USA.
6. Knapp C. Michel (1st Edition, 2003). E-commerce Real Issues & Cases. Thomson Learning.

## **Course Name: Business Policy and Strategic Management**

### **Course Code: 11013600**

### **Objectives**

- To develop learning and analytical skills among the students to solve business problems and provide strategic solutions.
- The course aims to acquaint the students with nature, scope and dimensions of Business Policy and Strategy Management Process.

### **Course Outline**

#### **Unit I: Business as a social and Economic System**

Objective of Business; Society and Business: Business ethics, social responsibility of Business; Social Audit. Business Policy in Various Economic Systems: Capitalist Economy: Economic System of Socialism and mixed Economic system.

#### **Unit II: Business Environment Analysis**

Socio - economic environment; Technology environment; Role of Government and Role of Public Sector; International Trade Environment; The industry Environment – PESTEL; Demographic environment; Competitive environment.

#### **Unit III: Strategy Formulations**

What is Strategy? What is Strategic Intent; Mission; Objectives and Goals; Policies; Program; Budget; Identifying strategic alternatives of business; Environmental appraisal – Internal environment; Key Success Factors; Role of Resources, Capabilities and Core Competencies; Competitive Advantage to Competitive Strategies; VRIO Model.

**Strategic Analysis:** Concept of Value Chain, SWOT Analysis; Tools and Techniques for Strategic Analysis – TOWS Matrix; Generic Strategies; Competitive Strategies - Porter's 5 Forces Model; The Experience Curve, Grand Strategy. BCG Matrix; Functional Strategies;

#### **Unit IV: Strategy Implementation**

Organization Structure; Resource Allocation; Projects and Procedural issues. Integration of Functional Plans. Leadership, Change and Conflict Management; Evaluation and Control: Nature; Importance; Organizational Systems and Techniques of Strategic Evaluation and Control of Performance and Feedback.

#### **Suggested Readings:**

1. Lawrence, R. Jauch and William F. Glueck; Strategic Management and Business Policy, - McGraw - Hill.
2. Wheelen & Hunger, Concepts in Strategic Management and Business Policy, 12th edition, Pearson Education.
3. Kazmi, Azhar, (2008), Strategic Management and Business Policy, 3rd Edition, McGraw Hill Education.
4. R. Srinivasan, Strategic Management the Indian context, Prentice Hall of India
5. L. M. Prasad – Strategic Management – Sultan Chand

### **Course Name: Income Tax Law & Practices** **Course Code: 11004600**

#### **Objective**

- The objective of the lesson and the class will be to provide knowledge to the students about the financial market of India, focused on the Stock Market (Capital Market). The pedagogy will include lectures about the various terminologies and concepts of the Share market. The lectures will be designed in such a way to teach students about the practical aspects of share market i.e. how to trade and how to be a good investor.
- To provide basic knowledge and equip students with application of principles and provisions of Income-tax Act, 1961 and the relevant Rules.

#### **Course Outline**

##### **Unit I: Introduction**

**Basic concepts:** Income, agricultural income, person, assesses, assessment year, previous year, gross total income, total income, maximum marginal rate of tax; Permanent Account Number (PAN).

**Residential status;** Scope of total income based on residential status of Individual only Exempted income under section 10

**Unit II: Computation of Income under different heads-1**

Income from Salaries; Income from house property (Only Simple and basic concepts)

**Unit III: Computation of Income under different heads-2**

Profits and gains of business or profession; Capital gains; Income from other sources (Only Simple and basic concepts).

**Unit IV: Computation of Total Income and Tax Liability**

Income of other persons included in assesses total income; Aggregation of income and set-off and carry forward of losses; Deductions from gross total income; Rebates and reliefs; Computation of total income of individuals and firms; Tax liability of an individual.

**Unit V: Preparation of Return of Income**

Filing of returns: Manually, On-line filing of Returns of Income & TDS; Provision & Procedures of Compulsory On-Line filing of returns for specified assesses.

**Suggested Readings:**

1. Singhanian, Vinod K. and Monica Singhanian. *Students' Guide to Income Tax, University Edition*. Taxmann Publications Pvt. Ltd., New Delhi.
2. Ahuja, Girish, and Ravi Gupta. *Systematic Approach to Income Tax*. Bharat Law House, Delhi.

**Discipline Specific Electives****Marketing****Course Name: Sales and Distribution Management****Course Code: 11014100****Objective:**

- To orient students about the negotiation skills and labor-union collective bargaining tactics, cognitively.
- The course aims to impart the knowledge and skills needed to manage the sales force and distribution functions in a business organization to help gain a competitive advantage

**Course Outline****Unit I: Sales Management**

Definition and meaning, Objectives, Sales Research, Sales Forecasting methods, Sales Planning, and control: Goal setting, Performance measurement, diagnosis, and corrective actions.

**Unit II: Sales Organization**

Need for Sales Organizations, their structure, Sales Managers Functions, and responsibilities, Planning for major customers and sales Budget, Specific Characteristics of a successful salesman.

**Unit III: Managing the Sales Force**

Recruiting, Selection and Training of Sales force: Areas of sales Training: Motivating the Sales Team: Evaluating Sales Force Performance and Controlling Sales, activities, Ethical and Legal Issues in Sales Management.

**Unit IV: Distributions channel**

Importance, types, channel strategy Market Logistic: objective, planning customer-oriented inventory management decision, transportation decision.

**Unit V**

Designing customer-oriented channel, understanding the customer requirement, comparing the channel design. Managing the behavior of channel member, channel relationship, control, power positioning and conflict, influence strategy.

**Suggested Readings:**

1. Sales and Distribution Management: Text and Cases; Krishna K. Havaladar, Vasant M. Cavale Tata Mc-Graw Hill Education.
2. Sales and Distribution Management; Tapan K. Panda and Sunil Sahadev; Oxford University Press.
3. Sales Management: Decision Strategy and Cases; Richard R. Still, Edward W. Cundiff and Norman A.P. Govani; Pearson Education.
4. Management of Sales Force; Rosann Spiro, William Stanton, Gregory Rich; Tata Mc-Graw Hill Education.

**Course Name: Services Marketing**

**Course Code: 11021000**

**Objectives**

- The course is designed to equip students with the knowledge of marketing of all types of services. This course aims at providing the students with an understanding of the principles and practical issues in the Marketing of Services. On completion of this course, the student will

be able to apply their knowledge of marketing principles to services marketing, analyze practical situations/problems, and to suggest broad courses action.

- This course aims at enabling students to apply marketing concepts and principles to the unique challenges and opportunities of services marketing to create customer value.
- To introduce students to the concepts and techniques of marketing services. The course is designed to cover all important aspects of marketing of services. To increase students understanding of marketing practices & strategies as applied in the service sector.

### **Course Outline**

#### **Unit I:**

Introduction – Concept – Goods and Services – Characteristics of Services - Classification of services –Significance of Service marketing. Role of services sector in economy. Growth of service sector. Services- Global and Indian Scenario.

#### **Unit II:**

Service Marketing Mix – Introduction – Concept – Seven Ps of Marketing – Internal marketing – Consumer Behaviour Profile – Designing Communication mix – Flower of Service.

– Service Encounter & Moments of Truth. Consumer Expectations & Managing Customer Satisfaction.

#### **Unit III:**

Service Delivery and Service Quality – Flexing of Capacity – Channels of Distribution – Channel Functions – Channel Selection – Impact of Information Technology – Service customer relationship – Service failure and Service recovery - Internal marketing - Service Triangle.

#### **Unit IV:**

Service Quality – Introduction – Concept of Service Quality – GAP model – SERVQUAL dimensions – Delivery of High-quality service – Emerging trends in service marketing – E-service. Role of Service Personnel & developing customer focused personnel. Concept of Internal marketing.

#### **Unit V:**

Strategic issues in service marketing-market segmentation in the marketing of services, target marketing, positioning of services-how to create a positioning strategy, developing and maintaining demand and capacity, Challenges of service marketing - marketing planning for services, developing and managing the customer service function, developing, and maintaining quality of services.

#### **Unit VI:**

Service culture; managing by values, recovery, and empowerment; Relationship building: relationship marketing, bonding, and life time value Service industries: insurance, banking, air

transportation, courier, education etc. Role of Communication & Integrated Marketing Communication for different service industries:

**Suggested Readings:**

1. Christopher H. Lovelock, Services Marketing, Prentice Hall.
2. Jha, S.M., Services Marketing, Himalaya Publishing Co.
3. Payna, Adrim, An essence of Services Marketing, Prentice Hall.
4. Ravi Shanker, (2002). Services Marketing: The Indian perspective, Excel Books
5. Srinivasan. R, Services Marketing – The Indian Context.
6. Gronroos, C.: Service Management and Marketing - A customer relationship management approach, New York: John Wiley.

**Finance**

**Course Name: Corporate Accounting**  
**Course Code: 11013900**

**Objectives**

- To provide an overview of the various accounting treatment that are required in various corporate events which include issue and redemption of shares and debentures, consolidation of accounts, liquidation of company and amalgamation of company. The objective is to provide overall accounting treatment in case of companies explaining the standards and principles of accounting.
- To help the students to acquire the conceptual knowledge of the corporate accounting and to learn the techniques of preparing the financial statements.

**Course Outline**

**Unit I:**

Joint Stock Companies- its types and share capital, Issue, Forfeiture and Re-issue of shares, Redemption of preference shares, Issue and Redemption of Debenture.

**Unit II:**

Final Accounts of Companies: Including Computation of managerial Remuneration and disposal of profit.

**Unit III:**

Accounting for amalgamation of companies as per Accounting Standard 14 Accounting for Internal reconstruction.

**Unit IV:**

Consolidated Balance Sheet of Holding Companies with one Subsidiary Only.

**Unit V:**

Liquidation of Companies, Statement of Affairs and Deficiency/Surplus Account. Liquidators final statement of A/c Receiver's Receipt and Payment A/c.

**Suggested Readings:**

1. Gupta R.L. Radha Swamy M, Company Accounts, Sultan Chand & Co.
2. Maheshwari, S.N., Corporate Accounting, Vikas Publishing.
3. Monga J.R., Ahuja, Girish, and Sehgal Ashok, Financial Accounting.
4. Shukla, M.C., Grewal T.s. and Gupta, S.C. Advanced Accounts, S. Chand & Co.
5. Moore C.L. and Jae Dicke R.K., Management Accounting.
6. Monga, J.R., Fundamentals of Corporate Accounting, Mayur Paper Backs, New Delhi.
7. Ashok Sehgal and Deepak Sehgal, Corporate Accounting, Taxman Publication, New Delhi.
8. Dr V K Goyal, Excel Books Naseem Ahmed, Atlantic Publishers & Dist. Tulsian, Tata McGraw-Hill Education

**Course Name: Insurance & Risk Management**  
**Course Code: 11014500**

**Objectives**

- To provide an overview of the various life insurance and general insurance schemes, policies and procedure covering the history and governance prospect of insurance. The subject will also provide knowledge regarding various mathematical prospect of calculation of insurance premiums and risk management.
- To develop an understanding among students about identifying analyzing and managing various types of risk. Besides, the students will be in a position to understand principles of insurance and its usefulness in business, along with its regulatory framework.

**Course Outline****Unit I: Introduction and Scope of Insurance**

Historical perspective, Conceptual Framework, Meaning, Nature and Scope of Insurance, Classification of Insurance Business viz., Life Insurance and General Insurance. Role of Insurance in Economic Development & Insurers' Obligation towards Rural and Social Sectors. Price of a financial transaction, Statistics, and probability from single risk to portfolios. Pooling risks: mutuality & solidarity Introduction to reinsurance, Principles of Life Insurance and Governance of Insurance Business.

**Unit II: Life insurance technique: Basics**

Demographical bases, life insurance products: Single premiums, single recurrent and periodic premium insurance, products, Mathematical provisions, life insurance products: Endowment, Life annuity, unit and index linked, pension funds.



**Unit III: Life insurance technique: Applications**

Life insurance with benefits linked to investment performance, the valuation of the life insurance business, Portfolio Evaluation tools Risks and Solvency, Pension Funds and Occupational Pension Schemes Non-life insurance technique: the basics- Actuarial Model for calculation of premium rates, risk classification non-life technical provisions.

**Unit IV: Financial Aspects of Insurance Management**

Insurance Companies and functions, Mutual Funds, Housing Finance. Important Life Insurance Products and General Insurance Products Determination of Premiums and Bonuses Various Distribution Channels.

**Unit V:**

Risk Management: Risk management objectives and tools, risk management and value creation, the risk management process, enterprise-wide risk management, Risk management in industrial companies, RAPM - Risk Adjusted Performance Measures, value at Risk and Underwriting, Role of Actuaries- Product framing, Underwriting guidelines. Preparation of Insurance Documents Policy Conditions.

**Suggested Readings:**

1. Neelam Gulati-Principles of Risk Management& Insurance (Excel Books).
2. Kakkar & Srivastava – Insurance and Risk Management (Universities Press).
3. Vaughan & Vaughan - Fundamentals of risk & Insurance (John Wiley & Sons, New York).
4. Srivastava D.C., Srivastava Shashank - Indian Insurance Industry Transition & Prospects (New Century Publications, Delhi).
5. Mishra M.N. - Insurance Principle & Practice (Sultan Chand & Company Ltd., New Delhi).
6. Gupta P.K, “Insurance and Risk Management”, Himalya Publishing House.
7. Mishra M.N., “Principles and Practices of Insurance’s. Chand and Co.
8. Panda G.S., “Principles and Practices of Insurance” Kalyani Publications.
9. Jeevanandam C., “Risk Management,” Sultan Chand and Sons.
10. *Principles of Insurance*- Insurance Institute of India.

**Human Resource Management**

**Course Name: Industrial Relations and Labour Laws**

**Course Code: 11014000**

**Objectives**

- To provide an overview of the various business process, analyze operations, production planning.
- To acquire knowledge and understanding of Industrial, Labour and General Laws

## **Course Outline**

### **Unit I: Industrial Relations**

Role - Importance - Trade Unions - Industrial disputes and their Resolutions.

### **Unit II: Participative Management**

Structure - Scope - Collective Bargaining - Works Committee - Joint Management Councils - Pre-Requisite for successful participation - Role of Government in Collective Bargaining.

### **Unit III: Industrial unrest**

Employee dissatisfaction - Grievances - Disciplinary Action - Domestic Enquiry - Strikes - lockout - Prevention of Strikes - Lockouts.

Discipline: Positive, negative discipline, disciplinary procedure, Absenteeism, Turnover, Dismissal and Discharge.

### **Unit IV: Factories Act**

Meaning, Definition – Welfare – Safety – Health Measures.

### **Unit V:**

Workmen's Compensation Act and International Labor Organization - Role and Function.

### **Suggested Readings:**

1. Sreenivasan M.R - Industrial Relations & Labor legislations.
2. Aswathappa K - Human Resource and Personnel Management.
3. Subba Rao P - Human Resource Management and Industrial Relations.
4. Monapo - Industrial Relations.
5. S.C. Srivastava, Industrial Relation of Labour Laws.

## **Course Name: Team Building & Leadership Course Code: 11014600**

### **Objectives**

- This course will help students identify and develop their teambuilding and leadership skills. It aims to encourage participants to reflect upon their approach to leadership and develop some practical skills for use in the workplace.

### **Course Outline**

#### **Unit I: Leadership**

Meaning, Concepts and Myths about Leadership, Components of Leadership Leader, Followers and situation, Leadership styles, Assessing Leadership & Measuring Its effects.

**Unit II: Focus on the Leader**

Power and Influence; Leadership and Values. Leadership Traits; Leadership Behaviour; Contingency Theories of Leadership; Leadership and Change.

**Unit III: Groups, Teams, and Their Leadership**

Groups – Nature, Group Size, Stages of Group Development, Group Roles, Group Norms, Group Cohesion.

Teams – Effective Team Characteristics and Team Building, Ginnette Team Effectiveness Leadership Model, Benefits of Teams, Team building issues, Motives of team building, Team development process, Stages of team development, Team vision, Team building, Skills useful in Team building, Contemporary issues in managing teams, Life Cycle of a team, Team cohesiveness, Team in organizations, Team work for effective organizational functioning, Team Leadership and Facilitator, Natural Leaders, Team leaders qualities, Leadership in operation, Dimensions of leadership, The team facilitation process, Role, Responsibilities & Skills of facilitators.

**Unit IV: Leadership Skills**

Basic Leadership Skills, Building Technical Competency, Advanced Leadership Skills, Team Building for Work Teams, Building High Performance Teams.

**Suggested Readings:**

1. Hughes, Ginnett, Curphy - Leadership, Enhancing the Lessons of Experience (Tata McGraw-Hill, 5th Ed.).
2. Durbin: Leadership research Findings Practice and Skills, Biztantra publications.
3. Yukl G - Leadership in Organizations (Pearson, 6th Ed.).
4. West Michael - Effective Team Work (Excel Books, 1st Ed.).
5. Sadler Philip - Leadership (Crest Publishing House).
6. Dyer, W. G., Dyer, W. G., & Dyer, J. H. (2007). Team building: Proven strategies for improving team performance.

**Foreign Trade**

**Course Name: International Relations**

**Course Code: 11020300**

**Course Outline****Unit I: Globalization: Responses from developed and developing societies.**

(a) Approaches to the Study of International Relations: Idealist, Realist, Marxist, Functionalist and Systems theory.

- (b) Key concepts in International Relations: National interest, Security, and power; Balance of power and deterrence; Transnational actors and collective security; World capitalist economy and globalization.
- (c) Changing International Political Order:
- (d) Rise of super powers; strategic and ideological Bipolarity, arms race, and Cold War; nuclear threat;
- (e) Non-aligned movement: Aims and achievements;
- (f) Collapse of the Soviet Union; Unipolarity and American hegemony; relevance of non-alignment in the contemporary world.

## **Unit II: India and the World**

- (a) Evolution of the International Economic System: From Bretton woods to WTO; Socialist economies and the CMEA (Council for Mutual Economic Assistance); Third World demand for new international economic order; Globalization of the world economy.
- (b) Envisaged role of the UN and actual record; specialized UN agencies-aims and functioning; need for UN reforms.
- (c) Regionalization of World Politics: EU, ASEAN, APEC, SAARC, NAFTA.
- (d) Contemporary Global Concerns: Democracy, human rights, environment, gender justice, terrorism, nuclear proliferation.

## **Unit III: India and the Political Policies:**

- (a) Indian Foreign Policy: Determinants of foreign policy; institutions of policy-making; continuity and change.
- (b) India's Contribution to the Non-Alignment Movement: Different phases; current role.
- (c) India and South Asia:
- (d) Regional Co-operation: SAARC – past performance and prospects.
- (e) South Asia as a Free Trade Area.
- (f) India's "Look East" policy.
- (g) Impediments to regional co-operation: river water disputes; illegal cross-border migration; ethnic conflicts and insurgencies; border disputes.
- (h) India and the Global South: Relations with Africa and Latin America; leadership role in the demand for NIEO and WTO negotiations.

## **Unit-IV: India and the UN System**

- (a) India and the Global Centers of Power: USA, EU, Japan, China and Russia.
- (b) India and the UN System: Role in UN Peace-keeping; demand for Permanent Seat in the Security Council.
- (c) India and the Nuclear Question: Changing perceptions and policy.
- (d) Recent developments in Indian Foreign policy: India's position on the recent crisis in Afghanistan, Iraq, and West Asia, growing relations with US and Israel; vision of a new world order.

**Course Name: International Economics & Foreign Exchange  
Management  
Course Code: 11020400**

**1. Introduction to International Economics:**

The three aspects of International Economics – trade theory, trade policy and international finance.

**2. Trade Theory:**

Concept of opportunity cost, Ricardo, Production functions, factor intensities, modern theory of Heckscher Ohlin, trade theories post the Heckscher Ohlin model. Introduction to: Technological gap theories and Product Life Cycle. Theories of economies of scale.

**3. Trade Policy:**

Free Trade and Protection. Tariffs, quotas, and subsidies. GATT and Uruguay Round. Formation of WTO. Introduction to important Agreements of WTO. (Agreement on Agriculture, TRIPs, TRIMs, GATS, ATC, SPS, etc.)

Terms of Trade, Factors affecting them.

Exchange Rates, Fixed and Flexible. Exchange Control.

**4. International Finance:**

IMF objectives and brief history: Demise of Bretton Wood. IMF conditionality.

Introduction to: Customs union and regional groupings, its impact on world trade.

Trade creation and trade diversion.

Formation of European Union and introduction of Euro. Concept of Optimum Currency Areas. International capital markets.

**5. Introduction to Foreign Exchange Management:**

Management of foreign exchange with special reference of India. India's forex scenario. BOP crisis of 1990, LERMS, convertibility. Finance function: Financial institutions in international trade.

Nonresident accounts: Repatriable and non repatriable, significance for the economy and bank.

**6. Methods of International Trade settlement:**

Open account, clean advances, documentary credit, and documentary collection.

Documentary credit (letter of credit): Types of LC – parties, mechanism with illustration.

Documents involved in international trade: Statutory documents, financial documents, transport documents, risk bearing documents. INCO. TERMS: CIF, FOB, CIP.

## **7. Export finance:**

Financing of imports by opening of letter of credit: Documents required, trade and exchange control formalities, sanction of L C limit.

Financing export/ deemed export: Pre ship, and post shipment finance export methods, how to start export? ECGC and other formalities.

## **8. Introduction to exchange rate mechanism:**

Spot-forward rate, exchange arithmetic. Forward, swap futures and options.

Guarantees in International Trade: Performance, bid-bond etc.

### **Suggested Readings:**

1. International Economics by Paul Krugman.
2. International Economics by Bo Soderstein and John Reed.
3. International Economics by D Salvatore.

### **Digital Marketing**

## **Course Name: Advanced Google Adwords and Online Display Advertising**

**Course Code: 11020500**

### **Course Objectives:**

1. To make students understand functions of search engine marketing, strategy, performance analysis and real-life execution.
2. To make them understand different types of display ads that advertisers can create and the steps required to make them in line with best practices.
3. To develop student's ability to formulate best strategies using best practices used under Google Ads.
4. To develop students' ability to set up a search engine marketing campaign along with a few nuances of the tool.

### **Unit-I:**

Recapitulation of Google AdWords and PPC. Online Advertising - Introduction; Types of Online Advertising; Display Advertising - Banner Ads, Rich Media Ads, Pop – ups and Pop – Under Ads.

Contextual Advertising - In text Ads, in image Ads, In Video Ads, In Page Ads. Companies providing online advertising solution; Tracking and Measuring ROI of online advertisement.

#### **Unit-II:**

Types of Search campaigns; Dynamic search & product listing. Google Merchant Center. Creating 1st Search Campaign. Understanding location targeting -Different types of location targeting. Bidding strategy – CPC Understanding different types of bid strategy; Advanced level bid strategies, Flexible bid strategy. Understanding Ad Extensions-Types of ad extensions. Creating ad groups-Creating Ads; Understanding Ad Metrics. Display and Destination URL – Write a compelling Ad copy. Examples of Ads.

#### **Unit-III:**

Creating Display Campaigns: Types, All features; Mobile App; Remarketing; Engagement. Differentiate between in Search and Display Campaign settings; Campaign level settings; Understanding CPM bid strategy. Ad-scheduling & Ad-delivery; Understanding ads placement-Using Display banner tool and finding relevant websites for ads placement.

#### **Unit-IV:**

Optimizing Search & Display Campaign. Optimization at the time of campaign creation; optimizing campaign via ad groups. Importance of CTR and Quality Score in optimization; Way to Increase CTR, Improve Quality Score. Evaluating Campaigns Ads-Optimizing with Conversion report; Optimizing with keywords. Analyzing competitor's performance. Detecting fraud clicks. Remarketing – Overview; Setting up remarketing campaign.

#### **Lab Work:**

- 1 Run an AdWords Search Campaign.
- 2 Create, execute, and monitor a search engine marketing campaign on the Ad Words platform for either Institute or your own business. Student will test, monitor, and optimize the results for the best possible ROI due to live campaign.
- 3 Run a Display, Mobile, or Video Campaign:
- 4 Evaluate the results of a display advertising campaign and create a presentation of the results like what you would provide to your client and prepare summary which will include the targeting strategy, creative used, the results of the campaign, along with recommendations on how to improve the campaign.
- 5 Allocate given funds to various online advertising platforms and justify the allocation.

#### **Suggested Readings and Learning Materials:**

- 1 Rabazinsky Cory, Google AdWords for Beginners: A Do-It-Yourself Guide to PPC Advertising.
- 2 Jacobson Howie, Google AdWords for Dummies.
- 3 Fox Vanessa, Marketing in the Age Of Google.

- 4 Geddes Brad, Advanced Google AdWords.
- 5 Marshall Perry, Mike Rhodes. Bryan Todd; Ultimate Guide to Google AdWords.
- 6 Jason McDonald Ph.D.; Google Ads (AdWords) Workbook.
- 7 Gray Noah; Mastering Google AdWords: Step-by-Step
- 8 Instructions for Advertising Your Business (Including Google Analytics).
- 9 Sulerud Kyle; Essential AdWords: The Quick and Dirty
- 10 Guide (Including Tricks Google WON'T Tell you. Zabaras John; Advanced Google AdWords Strategy: The Comprehensive & Data-Driven Practical Guide on Managing & Optimizing AdWords Accounts Profitably.

**Course Name: Data Analysis & Visualization**  
**Course Code: 11020600**

**Course Objectives:** The purpose of this course is to:

1. Convey to students the importance of data analysis and visualization in all functions and domains of management.
2. Familiarize them with the steps to organize, present, analyze and visualize data.
3. Develop student's ability to use advanced functions of MS Excel for informing Financial Decisions.
4. Demonstrate to them how to slice and dice data and conduct related analyses with Pivot tables
5. Introduce students to specialized Data Visualization software.

**Unit-I:**

Review of MS-Excel content learn in Computer Applications in Management in first semester–recapitulation of Excel Functions and Formulae. Look Up functions; Index Function; Match Function; Text Functions; Date functions.

**Unit-II:**

Data Analysis in Excel using classic tools: pivot tables, pivot charts, and slicers. Pivot Tables and Charts- Creating a pivot table; Displaying with a pivot chart; Slicing and dicing of data and related analyses with Pivot tables, Using One-way and Two-way Data Tables to analyze data. Sensitivity Analysis; Goal Seek; Scenario Manager. Saving pivot tables and charts to webpages.

**Unit-III:**

Excel Add-Ins. Excel's Data Analysis Tool pak - Summarizing Data with Histograms and frequency distributions. Descriptive Statistics; Using Correlations to summarize Relationships. Predictive Analysis with Excel-Implementing multiple regression analyses in Excel; Forecasting with Moving Averages; Time Series Analysis.

**Unit IV:**

Data Visualization tools in Excel – Line Graphs, Bar Graphs, Pie Charts, Heat Maps etc. Creating an Interactive Excel Dashboard. Introduction to Tableau. Understanding how Tableau works –



Dimensions and Measures, Continuous and Discrete Pills in Tableau; Axis vs Label; Colour and Maps–Gradient vs Colour Palette, Symbol map vs. Filled map. Date types. Filtering – on a discrete pill and on a continuous measure pill. Aggregation in Tableau; Granularity in Tableau. Creation of Calculated Fields in Tableau–Calculating rates and ratios. Using the right Data Visualization tool in each situation. Integration of Tools. Creating a data story– elements of a data story, steps for creation. Some best practices.

### **Project:**

Students will be internally assessed based on a data project they conduct starting from raw data to creation and presentation of meaningful visualizations and analyses.

### **Lab Work:**

1. Visualization of Numerical Data-use appropriate charts, graphs and tables to create visualizations that convey relationship between data items.
2. Visualization of Non-Numerical Data-use appropriate charts, graphs, and tables to create visualizations that convey relationship between data items.
3. Excel Dashboard–Design and Create an Interactive Excel Dashboard from a given dataset.
4. Tableau Dashboard–Design and Create a Dashboard from a given data set using Tableau and its Aggregation, Granularity and Calculated Fields functionalities.

### **Required Software:**

The data analytic and visualization tools required in this course are Excel and Tableau.

### **Suggested Readings and learning Materials:**

1. Ryan Sleeper, Practical Tableau:100 Tips, Tutorials, and Strategies from a Tableau Zen Master.
2. Ben Jones, Communicating Data with Tableau: Designing, Developing, and Delivering Data Visualizations.
3. Sosulski, K.; Data Visualization Made Simple: Insights into Becoming Visual. New York: Routledge.
4. Winston, W.L., Microsoft Excel-Data Analysis and Business Modeling, PHI Publications
5. Lalwani, L., Excel2019All-in-One Paperback; BPB Publishers
6. Walkenbach, John, Excel 2016 Bible, Wiley Publications <https://www.excel-easy.com/>

**Course Name: Rural Marketing (From the Pool of GE)**

**Course Code: 11014400**

### **Objectives**

- This course aims to empower students with knowledge and capacities to understand and analyze Rural India, from a corporate and consumer perspective. Lectures are a mix of theory and practical exercises to improve memorization, to increase students' involvement and work capacities and to make lectures more dynamic. The concepts will be discussed through case study discussions and presentations on practical aspects.

- To acquaint the students to the rising economy, the changing consumption habits & preferences of rural consumers.
- To equip the students to overcome the challenges of communicating.
- To media-dark rural audience of lower literacy rates & poor infrastructure

### **Course Outline**

#### **Unit I:**

Rural Marketing Concept --- Nature --- Scope --- Significance of Rural Marketing --- Factors contributing to Growth of rural markets --- Components and classification of rural markets --- Rural Market VS Urban Market --- e-rural marketing, Buying decision process - Rural Marketing Information System - Potential and size of the Rural Markets.

#### **Unit II:**

Issues in Rural Marketing - Rural Consumer behaviour --- features --- factors influencing --- Lifestyle of rural consumer --- FMCG sector in Rural India --- concept and classification of consumer goods --- Marketing Channels for FMCG --- Fast growing FMCG --- Marketing of consumer durables.

#### **Unit III:**

Selection of Markets - Product Strategy - Product mix Decisions - Competitive product strategies for rural markets.

#### **Unit IV:**

Pricing strategy - pricing policies - innovative pricing methods for rural markets - promotion strategy - appropriate media - Designing right promotion mix - promotional campaigns.

#### **Unit V:**

Distribution - Logistics Management - Problems encountered - selection of appropriate channels – New approaches to reach out Rural Markets – Project Shakti and E-Chou pal

#### **Suggested Readings:**

1. Pradeep Kashyap, Rural Marketing Publisher, Pearson Education, 2012.
2. Balaram Dogra & Karminster Ghuman, Rural Marketing: Concept & Cases, Tata McGraw-Hill Publishing Company, New Delhi.
3. A.K. Singh & S. Pandey, Rural Marketing: Indian Perspective, New Age International Publishers.
4. CSG Krishnamacharylu & Laitha Ramakrishna, - Rural Marketing, Pearson Education Asia.
5. Philip Kotler, Marketing Management, Prentice - Hall India Ltd. New Delhi.

## 12. LESSON PLANS

### 11013500 – E-Business

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Electronic Business	C-1	Lecture
Unit-I	Electronic Commerce	C-2	Lecture
Unit-I	Electronic Commerce Models	C-3	Lecture
Unit-I	Types of Electronic Commerce	C-4	Lecture
Unit-I	Value Chains in Electronic Commerce	C-5	Lecture
Unit-I	E-Commerce in India	C-6	Lecture
Unit-I	Internet, World Wide Web	C-7	Lecture
Unit-I	Internet Architectures	C-8	Lecture
Unit-I	Internet Applications	C-9	Lecture
Unit-I	Web Based Tools for Electronic Commerce	C-10	Lecture
Unit-I	Intranet, Composition of Intranet	C-11	Lecture
Unit-I	Business Applications on Intranet	C-12	Lecture
Unit-I	Extranets	C-13	Lecture
Unit-I	Electronic Data Interchange	C-14	Lecture
Unit-I	Components of Electronic Data Interchange	C-15	Lecture
Unit-I	Electronic Data Interchange Communication Process	C-16,17	Lecture
Unit-I	Clarification Class I	C-18	Clarification Class
Unit-I	Class Room Assignment I	C-19	Class Assignment
Unit-I	Take Home Assignment I		Take Home Assignment
Unit-II	Security Overview	C-20	Lecture
Unit-II	Electronic Commerce Threats	C-21	Lecture
Unit-II	Encryption	C-22	Lecture
Unit-II	Cryptography	C-23	Lecture
Unit-II	Public Key and Private Key Cryptography	C-24	Lecture
Unit-II	Group Discussion I	C-25	Group Discussion
Unit-II	Digital Signatures, Digital Certificates	C-26,27	Lecture
Unit-II	Security Protocols over Public Networks: HTTP	C-28,29	Lecture
Unit-II	SSL, Firewall as Security Control	C-30	Lecture
Unit-II	Webinar I	C-31	Webinar
Unit-II	Public Key Infrastructure (PKI) for Security	C-32	Lecture
Unit-II	Prominent Cryptographic Applications	C-33	Lecture
Unit-II	Clarification Class II	C-34	Clarification Class
Unit-II	Class Room Assignment II	C-35	Class Assignment
Unit-II	Presentation I	C-36	Presentation
Unit-III	Concept of Money	C-37	Lecture
Unit-III	Electronic Payment System	C-38	Lecture
Unit-III	Types of Electronic Payment Systems	C-39	Lecture
Unit-III	Quiz I	C-40	Quiz
Unit-III	Smart Cards and Electronic Payment Systems	C-41	Lecture

Unit-III	Infrastructure Issues in EPS	C-42	Lecture
Unit-III	Guest Lecture I	C-43	Guest Lecture
Unit-III	Electronic Fund Transfer	C-44	Lecture
Unit-III	Clarification Class III	C-45	Clarification Class
Unit-III	Class Room Assignment III	C-46	Classroom Assignment
Unit-III	Presentation II	C-47	Presentation
Unit-III	Take Home Assignments II	C-48	Take Home Assignment
Unit-IV	Business Models	C-49	Lecture
Unit-IV	Revenue Models over Internet	C-50	Lecture
Unit-IV	Quiz II	C-51	Quiz
Unit-IV	Emerging Trends in e-Business	C-52,53	Lecture
Unit-IV	Presentation III	C-54	Presentation
Unit-IV	E-Governance	C-55	Lecture
Unit-IV	Digital Commerce	C-56	Lecture
Unit-IV	Mobile Commerce	C-57	Lecture
Unit-IV	Strategies for Business over Web	C-58	Lecture
Unit-IV	Internet based Business Models	C-59	Lecture
Unit-IV	Clarification Class IV	C-60	Clarification Class

**11030700–Income Tax Law & Practice**

<b>Unit</b>	<b>Particulars</b>	<b>Class No.</b>	<b>Pedagogy of Class</b>
Unit-I	Basic concepts: Income, agricultural income	C1,2,3	Lecture
Unit-I	person, assesses	C-4	Lecture
Unit-I	assessment year, previous year,	C-5	Lecture
Unit-I	gross total income, total income, maximum marginal rate of tax.	C-6	Lecture
Unit-I	Permanent Account Number (PAN)	C-7	Lecture
Unit-I	Residential status; Scope of total income based on residential status of Individual	C-8	Lecture
Unit-I	Exempted income under section 10	C-10	Lecture
Unit-I	Clarification Class	C-11	Clarification Class-1
Unit-I	Classroom assignment I	C-12	Classroom assignment
Unit-II	Income from Salaries	C-13,14,15	Lecture
Unit-II	Income from house property	C-16,17,18	Lecture
Unit-II	Clarification Class	C-19	Clarification Class
Unit-II	Classroom assignment II	C-20	Classroom assignment
Unit-II	Presentation-I	C-21	Presentation
Unit-III	Profits and gains of business or profession	C-22,23,24	Lecture
Unit-III	Capital gains;	C-25,26,27	Lecture
Unit-III	Income from other sources	C-28,29,30	Lecture
Unit-III	Clarification class	C-38	Clarification class
Unit-III	Class Assignment III	C-39	Class Assignment
Unit-III	Presentation-II	C-40	Presentation
Unit-IV	Income of other persons included in assesses total income;	C-41	Lecture
Unit-IV	Aggregation of income and set-off and carry forward of losses;	C-42	Lecture
Unit-IV	Deductions from gross total income	C-43	Lecture
Unit-IV	Computation of total income of individuals	C-44	Lecture
Unit-IV	Rebates and reliefs;	C-45	Lecture
Unit-IV	Computation of total income of firms	C-46	Lecture
Unit-IV	Tax liability of an individual.	C-47	Lecture
	Clarification class-IV	C-48	Clarification class
	Quiz	C-49	Quiz
Unit-V	Filing of returns	C-50,51	Lecture
Unit-V	On-line filing of Returns of Income	C-52,53	Lecture
Unit-V	TDS;	C-54	Lecture
Unit-V	Provision Procedures of Compulsory On-Line filing of returns for specified assesses	C-55,56	Lecture
Unit-V	Clarification class	C-57	Clarification class
Unit-V	Class Assignment IV	C-58	Class Assignment IV

Unit-V	Presentation	C-59	Presentation
	Revision	C-60	

**11013600 –Business Policy and Strategic Management**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Business Policy as a social and Economic System Objective of Business; Society and Business	C-1	Lecture
Unit-I	Business ethics	C-2	Lecture
Unit-I	Social responsibility of Business; Social Audit	C-3	Lecture
Unit-I	Business Policy in Various Economic Systems: Capitalist Economy	C-4	Lecture
Unit-I	Economic System of Socialism and mixed Economic system.	C-5	Lecture
Unit-I	Clarification Class I	C-6	Clarification Class
Unit-II	Business Environment Analysis: Socio – economic environment	C-7	Lecture
Unit-II	Technology environment	C-8	Lecture
Unit-II	Role of Government	C-9	Lecture
Unit-II	Role of Public Sector	C-10	Lecture
Unit-II	International Trade Environment; The industry Environment – PESTEL	C-11	Lecture
Unit-II	Demographic environment; Competitive environment	C-12	Lecture
Unit-II	Classroom Assignment I	C-13	Classroom Assignment
Unit-II	Clarification Class II	C-14	Clarification Class II
Unit-II	Take Home Assignment I		Take Home Assignment
Unit-III	What is Strategy?	C-15	Lecture
Unit-III	What are Strategic Intent; Mission; Objectives and Goals	C-16	Lecture
Unit-III	Policies; Program; Budget; Identifying strategic alternatives of business; Environmental appraisal – Internal environment	C-17	Lecture
Unit-III	Key Success Factors; Role of Resources, Capabilities and Core Competencies;	C-18	Lecture
Unit-III	Presentation I	C-19	Presentation
Unit-III	Competitive Advantage to Competitive Strategies;	C-20	Lecture
Unit-III	VRIO Model	C-21	Lecture
Unit-III	Strategic Analysis: Concept of Value Chain	C-22	Lecture
Unit-III	SWOT Analysis	C-23	Lecture
Unit-III	Webinar	C-24	Webinar
Unit-III	Tools and Techniques for Strategic Analysis	C-25	Lecture
Unit-III	Quiz I	C-26	Quiz
Unit-III	TOWS Matrix	C-27	Lecture
Unit-III	Generic Strategies	C-28	Lecture
Unit-III	Competitive Strategies	C-29	Lecture

Unit-III	Presentation II	C-30	Presentation
Unit-III	Porter's 5 Forces Model	C-31,32	Lecture
Unit-III	Seminar	C-33	Seminar
Unit-III	The Experience Curve	C-34	Lecture
Unit-III	Grand Strategy	C-35	Lecture
Unit-III	Case Study	C-36	Case Study
Unit-III	Presentation III	C-37	Presentation
Unit-III	BCG Matrix	C-38	Lecture
Unit-III	Take Home Assignment II		Take Home Assignment
Unit-III	Case Study	C-39	Case Study
Unit-IV	Strategy Implementation	C-40	Lecture
Unit-IV	Quiz II	C-41	Quiz
Unit-IV	Organisation Structure	C-42	Lecture
Unit-IV	Resource Allocation	C43,45	Lecture
Unit-IV	Projects and Procedural issues	C46,C48	Lecture
Unit-IV	Case Study	C-49	Case Study
Unit-IV	Integration of Functional Plans	C-50	Lecture
Unit-IV	Case Study	C-51	Case Study
Unit-IV	Leadership	C-52	Lecture
Unit-IV	Classroom Assignment III	C-53	Classroom Assignment
Unit-IV	Change and Conflict Management	C-54	Lecture
Unit-IV	Case Study	C-55	Case Study
Unit-IV	Evaluation and Control-Nature	C-56	Lecture
Unit-IV	Evaluation and Control-Importance	C-57	Lecture
Unit-IV	Organizational Systems and Techniques of Strategic Evaluation and Control of Performance and Feedback.	C-58	Lecture
Unit-IV	Classroom Assignment IV	C-59	Classroom Assignment
Unit-IV	Clarification Class IV	C-60	Clarification Class



**11014400 –Rural Marketing- GE-13 Group B**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Rural Marketing Concept- Nature & Scope	C-1	Lecture
Unit-I	Significance of Rural Marketing	C-2	Lecture
Unit-I	Factors contributing to growth of rural markets	C-3	Lecture
Unit-I	Components & classification of Rural Markets	C-4	Lecture
Unit-I	Rural Market VS Urban Market	C-5	Lecture
Unit-I	E-rural marketing	C-6	Lecture
Unit-I	Buying decision process	C-7	Lecture
Unit-I	Rural marketing Information system	C-8	Lecture
Unit-I	Potential and size of the Rural Markets	C-9	Lecture
Unit-I	Classroom Assignment I	C-10	Classroom Assignment
Unit-I	Clarification Class I	C-11	Clarification Class
Unit-I	Presentation I	C-12	Presentation
Unit-II	Issues in Rural Marketing	C-13	Lecture
Unit-II	Rural Consumer Behaviour - Features & Factors influencing	C-14	Lecture
Unit-II	Lifestyle of Rural Consumer	C-15	Lecture
Unit-II	Presentation II	C-16	Presentation
Unit-II	FMCG sector in Rural India	C-17	Lecture
Unit-II	Concept and classification of Consumer Goods	C-18	Lecture
Unit-II	Marketing channels for FMCG	C-19	Lecture
Unit-II	Fast Growing FMCG	C-20	Lecture
Unit-II	Marketing of consumer durables	C-21	Lecture
Unit-II	Classroom Assignment II	C-22	Classroom Assignment
Unit-II	Clarification Class II	C-23	Clarification Class
Unit-II	Presentation III	C-24	Presentation
Unit-III	Selection of Markets	C-25	Lecture
Unit-III	Product Strategy 1	C-26	Lecture
Unit-III	Product Strategy 2	C-27	Lecture
Unit-III	Activity I	C-28	Activity
Unit-III	Product mix Decisions-1	C-29	Lecture
Unit-III	Product mix Decisions-2	C-30	Lecture
Unit-III	Take Home Assignment I		Take Home Assignment
Unit-III	Competitive product strategies for Rural Market 1	C-31	Lecture
Unit-III	Competitive product strategies for Rural Market 2	C-32	Lecture
Unit-III	Class Assignments III	C-33	Classroom Assignment
Unit-III	Revision	C-34	Lecture
Unit-III	Clarification Class III	C-35	Clarification Class
Unit-IV	Pricing Strategy	C-36	Lecture

Unit-IV	Pricing Policies	C-37	Lecture
Unit-IV	Innovative pricing methods for Rural markets	C-38	Lecture
Unit-IV	Promotion Strategy	C-39	Lecture
Unit-IV	Class Assignments IV	C-40	Class Assignment
Unit-IV	Appropriate Media	C-41	Lecture
Unit-IV	Designing right promotional mix	C-42	Lecture
Unit-IV	Take Home Assignment II		Take Home Assignment
Unit-IV	Promotional campaigns	C-43	Lecture
Unit-IV	Group Discussion I	C-44	G.D.
Unit-IV	Revision	C-45	Lecture
Unit-IV	Clarification Class IV	C-46	Clarification Class
Unit-V	Distribution - Logistics Management	C-47	Lecture
Unit-V	Problem encountered in distribution	C-48	Lecture
Unit-V	Selection of appropriate channels	C-49	Lecture
Unit-V	New approaches to reach out Rural Markets	C-50	Lecture
Unit-V	Project Shakti	C-51	Lecture
Unit-V	E-Chou pal	C-52	Lecture
Unit-V	Activity	C-53	Activity
Unit-V	Webinar	C-54	Webinar
Unit-V	E-Chou pal	C-55	Lecture
Unit-V	Quiz I	C-56	Quiz
Unit-V	Revision of Imp Topics	C-57	Lecture
Unit-V	Group Discussion	C-58	Group Discussion
Unit-V	Quiz II	C-59	Quiz
Unit-V	Clarification Class V	C-60	Clarification Class

**11014100 –Sales and Distribution Management**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Sales Management- Introduction about subject & Definition and meaning, Objectives,	C-1	Lecture
Unit-I	Sales Research	C-2	Lecture
Unit-I	Sales Forecasting Methods	C-3	Lecture
Unit-I	Sales planning & Control-Goal Setting	C-4	Lecture
Unit-I	Performance measurement,	C-5	Lecture
Unit-I	Diagnosis & Corrective actions	C-6	Lecture
Unit-I	Clarification Class I	C-7	Clarification Class
Unit-I	Classroom Assignment I	C-8	Class Room Assignment
Unit-II	Sales Organization-Need for Sales Organizations	C-9,10	Lecture
Unit-II	Presentation I	C-11	Presentation
Unit-II	Webinar	C-12	Webinar
Unit-II	Sales Organization structure	C-13	Lecture
Unit-II	Sales Manager Functions & Responsibilities	C-14,15	Lecture
Unit-II	Planning for major customers	C-16	Lecture
Unit-II	Sales Budget	C-17,18	Lecture
Unit-II	Specific Characteristics of a successful Sales Man	C-19	Lecture
Unit-II	Clarification Class II	C-20	Clarification Class
Unit-II	Class Room Assignment II	C-21	Class Room Assignment
Unit-III	Managing the Sales Force	C-22,23	Lecture
Unit-III	Recruiting	C-24	Lecture
Unit-III	Selection	C-25	Lecture
Unit-III	Training of Sales force	C-26	Lecture
Unit-III	Areas of sales Training	C-27	Lecture
Unit-III	Motivating the Sales Team activities	C-28	Lecture
Unit-III	Take Home Assignment I		Take Home Assignment
Unit-III	Evaluating Sales Force Performance and Controlling Sales	C-29	Lecture
Unit-III	Quiz I	C-30	Quiz
Unit-III	Ethical and Legal issues Issues in Sales Management.	C-31	Lecture
Unit-III	Classroom Assignment III	C-32	Classroom Assignment
Unit-III	Clarification Class III	C-33	Clarification Class
Unit-IV	Distributions channel, Importance, types	C-34,35	Lecture
Unit-IV	Guest lecture	C-36	Guest lecture
Unit-IV	Distributions channel, Importance, types	C-37	Lecture
Unit-IV	Channel strategy Market Logistic: objective, planning	C-38	Lecture
Unit-IV	Customer oriented channel	C-39	Lecture

Unit-IV	Inventory management decision,	C-40	Lecture
Unit-IV	Webinar	C-41	Webinar
Unit-IV	Transportation decision.	C-42	Lecture
Unit-IV	Take Home Assignment II		Take Home Assignment
Unit-IV	Clarification Class IV	C-43	Clarification Class
Unit-IV	Quiz II	C-44	Quiz
Unit-IV	Presentation II	C-45	Presentation
Unit-IV	Designing customer-oriented channel,	C-46	Lecture
Unit-IV	Case-let	C-47	Case-let
Unit-V	Understanding the customer requirement,	C-48	Lecture
Unit-V	Comparing the channel design.	C-49	Lecture
Unit-V	Managing the behavior of channel member, channel relationship,	C-50	Lecture
Unit-V	Channel control,	C-51	Lecture
Unit-V	Classroom Assignment IV	C-52	Classroom Assignment
Unit-V	Power positioning and conflict, influence strategy	C-53,54	Lecture
Unit-V	Presentation III	C-55	Presentation
Unit-V	Revision/Query Solving	C-56,59	Lecture
Unit-V	Clarification Class V	C-60	Clarification Class

**11013800 –Services Marketing**

<b>Unit</b>	<b>Particulars</b>	<b>Class No.</b>	<b>Pedagogy of Class</b>
Unit-I	Introduction concept - Goods and Services	C-1,2	Lecture
Unit-I	Characteristics of Services	C-3,4	Lecture
Unit-I	Importance of services	C-5	Lecture
Unit-I	Significance of service marketing	C-6	Lecture
Unit-I	Role of services sector in economy	C-7	Lecture
Unit-I	Growth of service sector. Services- Global and Indian Scenario	C-8	Lecture
Unit-I	Clarification Class I	C-9	Clarification Class
Unit-II	Service marketing mix - Introduction and Concept- Seven Ps of Marketing	C-10	Lecture
Unit-II	Internal Marketing	C-11	Lecture
Unit-II	Presentation I	C-12	Presentations
Unit-II	Consumer Behaviour Profile	C-13	Lecture
Unit-II	Analyze marketing mix of AXIS bank (CRA I)	C-14	Class Room Assignment
Unit-II	Designing Communication Mix	C-15	Lecture
Unit-II	Flower of Service	C-16	Lecture
Unit-II	Caselets	C-17	Lecture
Unit-II	Clarification Class II	C-18	Clarification Class
Unit-III	Service Delivery and Service Quality	C-19	Lecture
Unit-III	Service delivery- Channels of distribution, Flexing the capacity	C-20,21	Lecture
Unit-III	Functions and selection of channels of distribution & impact of IT	C-22,23	Lecture
Unit-III	Presentation II	C-24	Presentation
Unit-III	Analyze Marketing Mix of Taj group of Hotels (CRA II)	C-25	Classroom Assignment
Unit-III	Service delivery- Channels of distribution, Flexing the capacity	C-26	Lecture
Unit-III	Classroom Assignment II	C-27	Classroom Assignment
Unit-III	Service Quality & Service Customer Relationship	C-28	Lecture
Unit-III	Service failure and recovery and Service Triangle	C-29	Lecture
Unit-III	Take Home Assignment I		Take Home Assignment
Unit-III	Service failure and recovery and Service Triangle	C-30	Lecture
Unit-III	Clarification Class III	C-31	Clarification Class
Unit-IV	Service Quality - Introduction and concept	C-32	Lecture
Unit-IV	Caselets	C-33	Lecture
Unit-IV	Quiz I	C-34	Quiz
Unit-IV	GAP Model	C-35	Lecture

Unit-IV	Classroom Assignment	C-36	Classroom Assignment
Unit-IV	GAP Model	C-37	Lecture
Unit-IV	SERVQUAL dimensions	C-38,39	Lecture
Unit-IV	Presentation III	C-40	Presentation
Unit-IV	Emerging Trends in service marketing-E service	C-41	Lecture
Unit-IV	Group Discussion	C-42	Group Discussion
Unit-IV	Role of Service Personnel & developing customer focused personnel	C-43	Lecture
Unit-IV	Concept of Internal marketing	C-44	Lecture
Unit-IV	Clarification Class IV	C-45	Clarification Class
Unit-V	Strategic Issues in Service Marketing	C-46	Lecture
Unit-V	Market segmentation in the marketing of services, target marketing, positioning of services-how to create a positioning strategy	C-47	Lecture
Unit-V	Developing and maintaining demand and capacity	C-48	Lecture
Unit-V	Take Home Assignment II		Take Home Assignment
Unit-V	Challenges in Service Marketing - Marketing planning in services	C-49	Lecture
Unit-V	Developing and managing the customer service function, developing, and maintaining quality of services	C-50	Lecture
Unit-V	Clarification Class V	C-51	Clarification Class
Unit-VI	Service culture; managing by values, recovery, and empowerment	C-52	Lecture
Unit-VI	Classroom Assignment IV	C-53	Classroom Assignment
Unit-VI	Relationship building: relationship marketing, bonding, and life time value Service industries: insurance	C-54-55	Lecture
Unit-VI	Role of Communication & Integrated Marketing Communication for different service industries: air transportation, courier	C-56-57	Lecture
Unit-VI	Revision	C58	Lecture
Unit-VI	Caselets	C59	Lecture
Unit-VI	Clarification Class VI	C60	Clarification Class

## 11.5 Lesson Plan: DSE- Finance

### 11013900 –Corporate Accounting

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Joint Stock Companies - An introduction, Types of Companies	C-1	Lecture
Unit-I	types of share capital	C-2	Lecture
Unit-I	Issue of shares	C-3,4	Lecture
Unit-I	Issue - Journal Entries	C5-6	Lecture
Unit-I	Forfeiture - An introduction and meaning	C-7	Lecture
Unit-I	Forfeiture - Entries with an example	C-8	Lecture
Unit-I	Re-issue of shares - Journal entries	C-9,10	Lecture
Unit-I	Redemption of preference shares - Introduction, Types	C-11,12	Lecture
Unit-I	Redemption of Debenture - An introduction of Debentures and types	C-13,14	Lecture
Unit-I	Class Room Assignment I	C-15	Class Room Assignment
Unit-I	Clarification Class I	C-16	Clarification Class
Unit-II	Final Accounts of Companies - An Introduction and Heads of Accounts appear in the Vertical form of Balance Sheet discussion	C-17	Lecture
Unit-II	Final Accounts of Companies - Preparation of final accounts - Preparation of Profit and Loss Account	C-18,19	Lecture
Unit-II	Final Accounts of Companies – Problems	C-20,21	Lecture
Unit-II	Take Home Assignment I		Take Home Assignment
Unit-II	Including Computation of managerial Remuneration	C-22,23	Lecture
Unit-II	Disposal of profit	C-24,25	Lecture
Unit-II	Clarification Class II	C-26	Clarification Class
Unit-III	Accounting for amalgamation of companies as per Accounting Standard 14 - An Introduction	C-27,29	Lecture
Unit-III	Presentation I	C-30	Presentation
Unit-III	Accounting for amalgamation of companies as per Accounting Standard 14 - Accounting Procedure	C-31	Lecture
Unit-III	Accounting for amalgamation of companies as per Accounting Standard 14 – Absorption	C-32,33	Lecture
Unit-III	Take Home Assignment II		Take Home Assignments
Unit-III	Accounting for Internal reconstruction	C-34,36	Lecture
Unit-III	Class Room Assignment II	C-37	Class Room Assignment
Unit-III	Clarification Class III	C-38	Clarification Class

Unit-IV	Consolidated Balance Sheet of Holding Companies - An Introduction and the explanation of consolidated Balance Sheet	C-39,40	Lecture
Unit-IV	Consolidated Balance Sheet of Holding Companies - Preparation of Consolidated Balance Sheet Problems and solutions	C-41,42	Lecture
Unit-IV	Presentation II	C-43	Presentation
Unit-IV	Consolidated Balance Sheet of Holding Companies with one Subsidiary Only	C-44,45	Lecture
Unit-IV	Quiz	C-46	Quiz
Unit-IV	Presentation III	C-47	Presentation
Unit-IV	Class Room Assignment III	C-48	Class Room Assignment
Unit-IV	Clarification Class IV	C-49	Clarification Class
Unit-V	Liquidation of Companies	C-50	Lecture
Unit-V	Statement of Affairs and Deficiency/Surplus Account	C-51	Lecture
Unit-V	Liquidator's final statement of A/c	C-52,53	Lecture
Unit-V	Receiver's Receipt and Payment A/c	C-54	Lecture
Unit-V	Classroom Assignment IV	C-55	Classroom Assignment
Unit-V	Receiver's Receipt and Payment A/c.	C-56,57	Lecture
Unit-V	Quiz - MCQ II	C-58	Quiz
Unit-V	Revision	C-59	Lecture
Unit-V	Clarification Class V	C-60	Clarification Class



**11014500 –Insurance and Risk Management**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Introduction and Scope of Insurance - History.	C-1	Lecture
Unit-I	Conceptual Framework, Meaning, nature and Scope of Insurance.	C-2	Lecture
Unit-I	Role of insurance in economic development and rural obligation	C-3	Lecture
Unit-I	Price of a financial transaction, Statistics, probability	C-4	Lecture
Unit-I	Pooling of risk, Portfolio, Mutually and Solidarity intro to Reinsurance	C-5	Lecture
Unit-I	Principles of Life Insurance and Governance	C-6,7	Lecture
Unit-I	Clarification Class – I	C-8	Clarification Class
Unit-II	Activity	C-9	Activity
Unit-II	Life Insurance techniques- Bases, Demographic basis	C-10	Lecture
Unit-II	Life Insurance products - Single Premium, Periodic Premium	C-11	Lecture
Unit-II	Mathematical provisions and Endowment plans	C-12	Lecture
Unit-II	Life Annuity, Index linked plans, Pension funds	C-13	Lecture
Unit-II	Class room assignment I	C-14	Lecture
Unit-II	Clarification Class – II	C-15	Lecture
Unit-II	Activity	C-16	Activity
Unit-III	Life Insurance Techniques Applications	C-17	Lecture
Unit-III	Valuation of life insurance business, Portfolio evaluation	C-18	Lecture
Unit-III	Risk and Solvency	C-19	Lecture
Unit-III	Pension funds and occupational pension schemes	C-20	Lecture
Unit-III	Take Home Assignment I		Take Home Assignment
Unit-III	Non-life insurance techniques	C-21	Lecture
Unit-III	Actuarial Model, Calculations, Technical provisions	C-22	Lecture
Unit-III	Presentation I	C-23	Presentation
Unit-III	Activity	C-24	Activity
Unit-III	Clarification Class – III	C-25	Clarification Class
Unit-IV	Insurance Companies and functions	C-26,27	Lecture
Unit-IV	Classroom Assignment II	C-28	Class room assignment
Unit-IV	Insurance Companies and functions	C-29	Lecture
Unit-IV	Mutual Funds	C-30	Lecture
Unit-IV	Activity	C-31	Activity
Unit-IV	Seminar	C-32	Seminar
Unit-IV	Housing Finance	C-33,34	Lecture
Unit-IV	Presentation II	C-35	Presentation
Unit-IV	Important Life Insurance Products and General Insurance Products	C-36-37	Lecture

Unit-IV	Class room assignment III	C-38,39	Class room assignment
Unit-IV	Take Home Assignment II		Take Home Assignment
Unit-IV	Determination of Premiums and Bonuses Various Distribution Channels.	C-40,41	Lecture
Unit-IV	Quiz I	C-42	Quiz
Unit-IV	Clarification class-IV	C-43	Clarification class
Unit-V	Risk Management: Risk management objectives and tools	C-44,45	Lecture
Unit-V	Risk management and value creation	C-46,47	Lecture
Unit-V	Classroom Assignment IV	C-48	Classroom Assignment
Unit-V	The risk management process	C-49,50	Lecture
Unit-V	Enterprise-wide risk management	C-51	Lecture
Unit-V	Quiz II	C-52	Quiz
Unit-V	Risk management in industrial companies,	C-53	Lecture
Unit-V	RAPM - Risk Adjusted Performance Measures	C-54,55	Lecture
Unit-V	Value at Risk and Underwriting	C-56	Lecture
Unit-V	Role of Actuaries- Product framing, Underwriting guidelines. Preparation of Insurance Documents Policy Conditions.	C-57,58	Lecture
Unit-V	Presentation III	C-59	Presentation
Unit-V	Clarification class V	C-60	Lecture

**11014000 –Industrial Relations and Labour Laws**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Introduction to Industrial Relations, Role - Importance	C-1,2	Lecture
Unit-I	Trade Unions	C-3,4	Lecture
Unit-I	Class Room Assignment I	C-5	Class Room Assignment
Unit-I	Industrial disputes and their Resolutions	C-6,7	Lecture
Unit-I	Clarification Class I	C-8	Clarification Class
Unit-I	Take Home Assignment I		Take Home Assignment
Unit-II	Introduction to Participative Management- Structure - Scope	C-9,10	Lecture
Unit-II	Collective Bargaining	C-11,12	Lecture
Unit-II	Presentation I	C-13	Presentation
Unit-II	Works Committee	C-14,15	Lecture
Unit-II	Joint Management Councils	C-16	Lecture
Unit-II	Class Room Assignment II	C-17	Class Room Assignment
Unit-II	Pre-Requisite for successful participation	C-18,19	Lecture
Unit-II	Role of Government in Collective Bargaining	C-20,21	Lecture
Unit-II	Clarification Class II	C-22	Clarification Class
Unit-III	Introduction to Industrial unrest	C-23	Lecture
Unit-III	Employee dissatisfaction	C-24	Lecture
Unit-III	Presentation II	C-25	Presentation
Unit-III	Grievances	C-26,27	Lecture
Unit-III	Disciplinary Action	C-28	Lecture
Unit-III	Domestic Enquiry	C-29	Lecture
Unit-III	Strikes - lockout	C-30	Lecture
Unit-III	Quiz I	C-31	Quiz
Unit-III	Prevention of Strikes - Lockouts.	C-32,33	Activity
Unit-III	Discipline: Positive, negative discipline	C-34,35	Lecture
Unit-III	Disciplinary procedure	C-36	Lecture
Unit-III	Class Room Assignment-III	C-37	Class Room Assignment
Unit-III	Absenteeism, Turnover	C-38,39	Lecture
Unit-III	Dismissal and Discharge	C-40,41	Lecture
Unit-III	Clarification Class III	C-42	Clarification Class
Unit-III	Take Home Assignment II		Take Home Assignment
Unit-IV	Factories Act- Meaning, Definition	C-43,44	Lecture
Unit-IV	Presentation-III	C-45	Presentation
Unit-IV	Welfare	C-46,47	Lecture
Unit-IV	Class Room Assignment-IV	C-48	Class Room Assignment

Unit-IV	Safety	C-49,50	Lecture
Unit-IV	Health Measures	C-51,52	Lecture
Unit-IV	Case Study	C-53	Lecture
Unit-IV	Clarification Class IV	C-54	Clarification Class
Unit-V	Workmen's Compensation Act	C-55-56	Lecture
Unit-V	Quiz II	C-57	Quiz
Unit-V	International Labor Organization - Role and Function.	C-58,59	Lecture
Unit-V	Clarification Class V	C-60	Clarification Class

**11014600 –Team Building and Leadership**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Introduction to subject	C-1	Lecture
Unit-I	Meaning, Concepts and Myths about Leadership	C-2	Lecture
Unit-I	Components of Leadership Leader	C-3,4	Lecture
Unit-I	Followers and situation, Leadership styles	C-5-6	Lecture
Unit-I	Assessing Leadership & Measuring Its effects	C-7-8	Lecture
Unit-I	Classroom Assignment I	C-9	Classroom Assignment
Unit-I	Clarification Class I	C-10	Clarification Class
Unit-I	Caselets	C-11	Lecture
Unit-II	Power and Influence	C-12	Lecture
Unit-II	Leadership and Values	C-13	Lecture
Unit-II	Leadership Traits	C-14	Lecture
Unit-II	Leadership Behaviour	C-15	Lecture
Unit-II	Contingency Theories of Leadership	C-16,17	Lecture
Unit-II	Leadership and Change	C-18	Lecture
Unit-II	Presentation I	C-19	Presentation
Unit-II	Clarification Class II	C-20	Clarification Class
Unit-III	Groups, Teams, and Their Leadership	C-21	Lecture
Unit-III	Groups – Nature, Group Size, Stages of Group Development	C-22	Lecture
Unit-III	Group Roles, Group Norms, Group Cohesion	C-23,24	Lecture
Unit-III	Take Home Assignment I		Take Home Assignment
Unit-III	Teams – Effective Team Characteristics and Team Building	C-25,26	Lecture
Unit-III	Classroom Assignment II	C-27	Classroom Assignment
Unit-III	Caselets- Leadership styles	C-28	Lecture
Unit-III	Ginnette Team Effectiveness Leadership Model	C-29	Lecture
Unit-III	Presentation II	C-30	Presentation
Unit-III	Benefits of Teams, Team building issues, Motives of team building	C-31,32	Lecture
Unit-III	Skills useful in Team building	C-33	Lecture
Unit-III	Contemporary issues in managing teams, Life Cycle of a team	C-34	Lecture
Unit-III	Quiz I	C-35	Quiz
Unit-III	Team cohesiveness, Team in organizations, Team work for effective organizational functioning	C-36	Lecture
Unit-III	Team Leadership and Facilitator, Natural Leaders	C-37	Lecture
Unit-III	Presentation III	C-38	Presentation
Unit-III	Team leaders' qualities, Leadership in operation	C-39	Lecture
Unit-III	Dimensions of leadership, The team facilitation process	C-40	Lecture

Unit-III	Role, Responsibilities& Skills of facilitators	C-41	Lecture
Unit-III	Quiz II	C-42	Quiz
Unit-III	Clarification Class III	C-43	Clarification Class
Unit-IV	Types of groups and leadership	C-44	Lecture
Unit-IV	Caselets	C-45	Lecture
Unit-IV	Team Effectiveness	C-46	Lecture
Unit-IV	Take Home Assignment II		Take Home Assignment
Unit-IV	Basic Leadership Skills	C-47,48	Lecture
Unit-IV	Classroom Assignment III	C-49	Classroom Assignment
Unit-IV	Role Play	C-50	Role Play
Unit-IV	Building Technical Competency	C-51,52	Lecture
Unit-IV	Advanced Leadership Skills	C-53	Lecture
Unit-IV	Group Discussion	C-54	Group Discussion
Unit-IV	Team Building for Work Team	C-55	Lecture
Unit-IV	Building High Performance Teams	C-56,57	Lecture
Unit-IV	Classroom Assignment IV	C-58	Classroom Assignment
Unit-IV	Revision	C-59	Lecture
Unit-IV	Clarification Class IV	C-60	Clarification Class

**11020300 – International Relations**

<b>Unit</b>	<b>Particulars</b>	<b>Class No.</b>	<b>Pedagogy of Class</b>
Unit-I	International Relations	C-1	Lecture
Unit-I	Approaches to the Study of International Relations	C-2-3	Lecture
Unit-I	Idealism in International Relations	C-4	Lecture
Unit-I	Guest lecture	C-5	Take Home Assignments
Unit-I	Class on Jail Visit	C-6	Lecture
Unit-I	Marxist approach	C-7	Lecture
Unit-I	Functionalist Approach	C-8	Lecture
Unit-I	Systems theory	C-9	Lecture
Unit-I	Key concepts in international Relations	C-10	Lecture
Unit-I	Balance of power and deterrence;	C-11	Lecture
Unit-I	Transnational actors and collective security;	C-12	Lecture
Unit-I	World capitalist economy and globalization	C-13	Lecture
Unit-I	Clarification Class	C-14	Lecture
Unit-I	Changing International Political Order:	C-15	Lecture
Unit-I	Rise of super powers; strategic and ideological Bipolarity,	C-16	Lecture
Unit-I	Arms race and Cold War; nuclear threat	C-17	Lecture
Unit-I	Principles of Organization: Hierarchy	C-18	
Unit-I	Arms race and Cold War; nuclear threat	C-19	Lecture
Unit-I	Non-aligned movement: Aims and achievements;	C-20,21	Lecture
Unit-I	Collapse of the Soviet Union;	C-22	Lecture
Unit-I	Clarification Class	C-23	Lecture
Unit-II	India and the World	C-24	Lecture
Unit-II	Class Room Assignment	C-25	Class Room Assignment
Unit-II	Evolution of the International Economic System:	C-26	Lecture
Unit-II	Bretton woods to WTO	C-27	Lecture
Unit-II	Socialist economies and the CMEA (Council for Mutual Economic Assistance);	C-28	Lecture
Unit-II	Third World demand for new international economic order	C-29	Lecture
Unit-II	Globalization of the world economy.	C-30	Lecture
Unit-II	Envisaged role of the UN and actual record	C-31	Lecture
Unit-II	specialized UN agencies-aims and functioning;	C-32	Lecture
Unit-II	need for UN reforms	C-33	Lecture
Unit-II	Regionalization of World Politics:	C-34	Lecture
Unit-II	EU ASEAN	C-35	Lecture
Unit-II	APEC	C-36	Lecture
Unit-II	SAARC	C-37	Lecture

Unit-II	Class Room Assignment	C-38	
Unit-II	NAFTA	C-39	Lecture
Unit-II	Contemporary Global Concerns	C-40	Lecture
Unit-II	Democracy, human rights,	C-41	Lecture
Unit-II	Environment, gender justice,	C-42	Lecture
Unit-II	Terrorism, nuclear proliferation.	C-43	Lecture
Unit-II	Clarification Class	C-44	Lecture
Unit-II	Indian Foreign Policy: Determinants of foreign policy; Institution of Policy-Making continuity and change	C-45	Lecture
Unit-II	India's Contribution to the Non-Alignment Movement: Different phases; current role.	C-46	Lecture
Unit-III	India and south Asia: Regional Co-operation: SAARC – past performance and prospects.	C-47	Lecture
Unit-III	South Asia as a Free Trade Area.	C-48	Lecture
Unit-III	Class Room Assignment	C-49	Class Assignment
Unit-III	India's "Look East" policy.	C-50	Lecture
Unit-III	India and the Global South: Relations with Africa and Latin America; leadership role in the demand for NIEO and WTO negotiations.	C-51	Lecture
Unit-III	India and the Global Centers of Power: USA	C-52	Lecture
Unit-IV	EU, Japan,	C-53	Lecture
Unit-IV	Class Room Assignment	C-54	
Unit-IV	China and Russia	C-55	Lecture
Unit-IV	India and the UN System: Role in UN Peace-keeping; demand for Permanent Seat in the Security Council.	C-56	Lecture
Unit-IV	India and the Nuclear Question: Changing perceptions and policy.	C-57	Lecture
Unit-IV	Recent developments in Indian Foreign policy: India's position on the recent crisis in Afghanistan, Iraq	C-58	Lecture
Unit-IV	West Asia, growing relations with US and Israel	C-59	Lecture
Unit-IV	Vision of a new world order.	C-60	Lecture



## 11020400 – International Economics and Foreign Exchange Management

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Introduction to International Economics	C-1,2	Lecture
Unit-I	The three aspects of International Economics – trade theory, trade policy and international finance.	C-3,4	Lecture
Unit-I	Seminar	C-5	Lecture
Unit-II	Clarification Class	C-6	Clarification Class
	Take Home Assignment		Take Home Assignment
Unit-II	Concept of opportunity cost	C-7	Lecture
Unit-II	Ricardo, Production functions, factor intensities	C-8	Lecture
Unit-II	Modern theory of Heckscher Ohlin model	C-9	Lecture
Unit-II	Quiz	C-10	Lecture
Unit-II	Trade theories post the Heckscher Ohlin model	C-11	Lecture
Unit-II	Introduction to: Technological gap theories and Product Life Cycle. Theories of economies of scale.	C-12-13	Lecture
Unit-II	Classroom Assignment	C-14	Classroom Assignment
Unit-II	Clarification Class	C-15	Clarification Class
Unit-III	Free Trade and Protection	C-16	Lecture
Unit-III	Tariffs, quotas and subsidies, GATT, and Uruguay Round	C-17	Lecture
Unit-III	Presentation	C-18	Presentation
Unit-III	Formation of WTO.	C-19	Lecture
Unit-III	Introduction to important Agreements of WTO. (Agreement on Agriculture, TRIPs, TRIMs, GATS, ATC, SPS, etc.)	C-20	Lecture
Unit-III	Terms of Trade, Factors affecting them. Exchange Rates, Fixed and Flexible. Exchange Control.	C-21,22	Lecture
Unit-III	Clarification Class	C-23	Clarification Class
Unit-IV	International Finance: IMF objectives and brief history	C-24	Lecture
Unit-IV	Demise of Bretton Wood. IMF conditionality	C-25	Lecture
Unit-IV	Introduction to: Customs union and regional groupings, its impact on world trade.	C-26,27	Lecture
Unit-IV	Trade creation and trade diversion.	C-28	Clarification Class
Unit-IV	Class Room Assignment	C-29	Class Room Assignment
Unit-IV	Formation of European Union and introduction of Euro	C-30	Lecture
Unit-IV	Concept of Optimum Currency Areas. International capital markets.	C-31	Lecture
Unit-IV	Clarification Class	C-32	Clarification Class

Unit-V	Introduction to Foreign Exchange Management: Management of foreign exchange with special reference of India	C-33	Lecture
Unit-V	India's forex scenario, BOP crisis of 1990, LERMS, convertibility	C-34	Lecture
Unit-V	Classroom Assignment	C-35	Classroom Assignment
Unit-V	Finance function: Financial institutions in international trade.	C-36	Lecture
Unit-V	Nonresident accounts: Repatriable and non repatriable, significance for the economy and bank.	C-37	Lecture
Unit-V	Clarification Class	C-38	Lecture
Unit-VI	Methods of International Trade settlement: Open account, clean advances, documentary credit, and documentary collection.	C-39	Lecture
Unit-VI	Documentary credit (letter of credit): Types of LC – parties, mechanism with illustration	C-40,41	Lecture
Unit-VI	Documents involved in international trade: Statutory documents, financial documents, transport documents, risk bearing documents	C-42,43	Lecture
Unit-VI	Presentation	C-44	Presentation
Unit-VI	INCO. TERMS: CIF, FOB, CIP.	C-45,46	Lecture
Unit-VI	Clarification Class	C-47	Clarification Class
Unit-VII	Export finance: Financing of imports by opening of letter of credit: Documents required, trade and exchange control formalities, sanction of L C limit.	C-48	Class Room Assignment
Unit-VII	Financing export/ deemed export	C-49	Lecture
Unit-VII	Pre ship, and post shipment finance export methods	C-50	Lecture
Unit-VII	Classroom Assignment	C-51	Classroom Assignment
Unit-VII	How to start export?	C-52	Lecture
Unit-VII	ECGC and other formalities	C-53	Lecture
Unit-VII	Clarification Class	C-54	Clarification Class
Unit-VIII	Introduction to exchange rate mechanism	C-55	Lecture
Unit-VIII	Spot-forward rate, exchange arithmetic	C-56	Lecture
Unit-VIII	Presentation	C-57	Presentation
Unit-VIII	Forward, swap futures and options	C-58	Lecture
Unit-VIII	Guarantees in International Trade: Performance, bid-bond etc.	C-59	Lecture
Unit-VIII	Take Home Assignment		Take Home Assignment
Unit-VIII	Clarification Class	C-60	Clarification Class

**11020500 – Advanced Google AdWords and Online Display Advertising**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Recapitulation of Google AdWords and PPC. Online Advertising - Introduction;	C-1	Lecture
Unit-I	Types of Online Advertising; Display Advertising - Banner Ads	C-2	Lecture
Unit-I	Rich Media Ads, Pop – ups and Pop – Under Ads.	C-3	Lecture
Unit-I	Contextual Advertising - In text Ads,	C-4	Lecture
Unit-I	In image Ads, In Video Ads, In Page Ads.	C-5,6	Lecture
Unit-I	Companies providing Online advertising solution;	C-7	Lecture
Unit-I	Take Home Assignment		Take Home Assignment
Unit-I	Tracking and Measuring ROI of online advertisement	C-8	Lecture
Unit-I	Class Room Assignment	C-9	Class Room Assignment
Unit-I	Quiz	C-10	Quiz
Unit-I	Tracking and Measuring ROI of online advertisement	C-11	Lecture
Unit-I	Clarification Class	C-12	Clarification Class
Unit-II	Types of Search campaigns; Dynamic search & product listing.	C-13,14	Lecture
Unit-II	Google Merchant Center, Creating 1st Search Campaign	C-15	Lecture
Unit-II	Understanding location targeting -Different types of location targeting	C-16	Lecture
Unit-II	Bidding strategy – CPC Understanding different types of bid strategy	C-17	Lecture
Unit-II	Advanced level bid strategies, Flexible bid strategy	C-18	Lecture
Unit-II	Class Room Assignment	C-19	Class Room Assignment
Unit-II	Understanding Ad extensions -Types of ad extensions	C-20	Lecture
Unit-II	Presentation	C-21	Presentation
Unit-II	Display and Destination URL - Write a compelling Ad copy. Examples of Ads.	C-22	Lecture
Unit-II	Creating ad groups -Creating Ads; Understanding Ad Metrics	C-23	Lecture
Unit-II	Clarification Class	C-24	Clarification Class
Unit-III	Creating Display Campaigns: Types, All features;	C-25	Lecture
Unit-III	Mobile App; Remarketing; Engagement.	C-26	Lecture
Unit-III	Differentiate between in Search and Display Campaign settings	C-27,28	Lecture
Unit-III	Presentation	C-29	Presentation

Unit-III	Campaign level settings; Understanding CPM bid strategy	C-30,31	Lecture
Unit-III	Ad-scheduling & Ad-delivery;	C-32,33	Lecture
Unit-III	Class Room Assignment	C-34	Class Room Assignment
Unit-III	Understanding ads placement - Using Display banner tool and finding relevant websites for ads placement.	C-35-36	Lecture
Unit-III	Clarification Class	C-37	Clarification Class
Unit-IV	Optimizing Search & Display Campaign	C-38,39	Lecture
Unit-IV	optimizing campaign via ad groups	C-40	Lecture
Unit-IV	Importance of CTR and Quality Score in optimization	C-41	Lecture
Unit-IV	Way to Increase CTR	C-42	Lecture
Unit-IV	Classroom Assignment	C-43	Classroom Assignment
Unit-IV	Improve Quality Score, Evaluating Campaigns Ads-Optimizing with	C-44,45	Lecture
Unit-IV	Conversion report; Optimizing with keywords	C-46	Lecture
Unit-IV	Analyzing competitor's performance	C-47	Lecture
Unit-IV	Detecting fraud clicks. Remarketing – Overview; Setting up remarketing campaign.	C-48,49	Lecture
Unit-IV	Remarketing – Overview; Setting up remarketing campaign.	C-50	Lecture
Unit-IV	Clarification Class	C-51	Clarification Class
Unit-IV	Take Home Assignment		Take Home Assignment
Unit-V	Run an AdWords Search Campaign	C-52	Lecture
Unit-V	Presentation	C-53	Presentation
Unit-V	Create, execute, and monitor a search engine marketing campaign on the Ad Words platform for either Institute or your own business	C-54	Lecture
Unit-V	Run a Display, Mobile, or Video Campaign	C-55	Lecture
Unit-V	Seminar	C-56	Seminar
Unit-V	Evaluate the results of a display advertising campaign and create a presentation of the results like what you'd provide to your client and prepare summary which will include the targeting strategy, creative used, the results of the campaign, along with recommendations on how to improve the campaign.	C-57	Lecture
Unit-V	Allocate given funds to various online advertising platforms and justify the allocation.	C-58,59	Lecture
Unit-V	Clarification Class	C-60	Clarification Class

**11020600 – Data Analysis & Visualization**

Unit	Particulars	Class No.	Pedagogy of Class
Unit-I	Review of MS-Excel content learn in Computer Applications in Management	C-1,2	Lecture
Unit-I	Recapitulation of Excel Functions and Formulae	C-3,4	Lecture
Unit-I	Look Up functions	C-5	Lecture
Unit-I	Classroom Assignment	C-6	Classroom Assignment
Unit-I	Index Function	C-7	Lecture
Unit-I	Match Function	C-8	Lecture
Unit-I	Text Functions	C-9	Lecture
Unit-I	Quiz	C-10	Quiz
Unit-I	Date functions	C-11	Lecture
Unit-I	Clarification Class	C-12	Clarification Class
	Take Home Assignment		Take Home Assignment
Unit-II	Data Analysis in Excel using classic tools, Pivot tables, pivot charts, and slicers	C-13,14	Lecture
Unit-II	Displaying with a pivot chart	C-15	Lecture
Unit-II	Slicing and dicing of data and related analyses with Pivot tables	C-16,17	Lecture
Unit-II	Using One-way and Two-way Data Tables to analyze data	C-18	Lecture
Unit-II	Class Room Assignment	C-19	Class Room Assignment
Unit-II	Sensitivity Analysis; Goal Seek	C-20,21	Lecture
Unit-II	Scenario Manager. Saving pivot tables and charts to webpages.	C-22	Lecture
Unit-II	Presentation	C-23	Presentation
Unit-II	Clarification Class	C-24	Clarification Class
Unit-III	Excel Add-Ins. Excel's Data Analysis Tool Pak - Summarizing Data with Histograms and frequency distributions.	C-25,26	Lecture
Unit-III	Descriptive Statistics	C-27	Lecture
Unit-III	Class Room Assignment	C-28	Class Room Assignment
Unit-III	Using Correlations to summarize Relationships	C-29,30	Lecture
Unit-III	Predictive Analysis with Excel - Implementing multiple regression analyses in Excel	C-31,32	Lecture
Unit-III	Forecasting with Moving Averages	C-33,34	Lecture
Unit-III	Time Series Analysis	C-35,36	Lecture
Unit-III	Presentation	C-37	Presentation
Unit-III	Clarification Class	C-38	Clarification Class
Unit-IV	Data Visualization tools in Excel – Line Graphs, Bar Graphs, Pie Charts, Heat Maps etc. Creating an Interactive Excel Dashboard.	C-39,40	Lecture
Unit-IV	Introduction to Tableau. Understanding how Tableau works – Dimensions and Measures, Continuous and Discrete Pills in Tableau	C-41,42	Lecture

Unit-IV	Understanding how Tableau works – Dimensions and Measures, Continuous and Discrete Pills in Tableau; Axis vs Label; Colour and Maps–Gradient vs Colour Palette, Symbol map vs. Filled map. Date types.	C-43,44	Lecture
Unit-IV	Classroom Assignment	C-45	Classroom Assignment
Unit-IV	Filtering – on a discrete pill and on a continuous measure pill	C-46,47	Lecture
Unit-IV	Tableau; Granularity in Tableau. Creation of Calculated Fields in Tableau	C-48,49	Lecture
Unit-IV	Calculating rates and ratios. Using the right Data Visualization tool in each situation	C-50,51	Lecture
Unit-IV	Integration of Tools. Creating a data story– elements of a data story, steps for creation. Some best practices	C-52,53	Lecture
Unit-IV	Clarification Class	C-54	Clarification Class
	Take Home Assignment	C-55	Take Home Assignment
Unit-V	Visualization of Numerical Data-use appropriate charts, graphs and tables to create visualizations that convey relationship between data items.	C-56,57	Lecture
Unit-V	Webinar	C-58	Webinar
Unit-V	Presentation	C-59	Presentation
Unit-V	Clarification Class	C-60	Clarification Class

**Note:**

This is a tentative lesson plan. The same may change from faculty to faculty as per the teaching pedagogy adopted by the faculty.

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