

॥ सा विद्या या विमुक्तये ॥



स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ, नांदेड

“ज्ञानतीर्थ” परिसर, विष्णुपुरी, नांदेड - ४३१६०६ (महाराष्ट्र)

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED

“Dnyanteerth”, Vishnupuri, Nanded - 431606 Maharashtra State (INDIA)

ACADEMIC (1-BOARD OF STUDIES) SECTION

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वाणिज्य व व्यवस्थापन विद्याशाखेतर्गत येणाऱ्या संलग्नित महाविद्यालयातील पदवी स्तरावरील सी.बी.सी.एस पॅटर्नचा B. Voc. Certificate Course / Diploma अभ्यासक्रमास शैक्षणिक वर्ष २०२०-२१ पासून लागू करण्याबाबत.

प रि प त्र क

या परिपत्रकान्वये सर्व संबंधितांना कळविण्यात येते की, वाणिज्य व व्यवस्थापन विद्याशाखेच्या अभ्यासमंडळ बैठकीतील दिनांक १३.०७.२०२१ रोजीच्या शिफारशीनुसार व मा. विद्यापरिषदेच्या आधीन राहून युजीसीने मान्यता दिलेल्या B.Voc. (Banking Finance Services and Insurance/Banking& Taxation /Insurance/Goods and Services Tax (GST) Account Assistant/Life Insurance Agent) First year (Sem. I)- Certificate Course , First (Sem. II) Diploma Course या अभ्यासक्रमास शैक्षणिक वर्ष २०२०-२१ पासून मान्यता देण्यात आली आहे.

सदरील परिपत्रक प्रस्तुत विद्यापीठाच्या www.srtmun.ac.in या संकेतस्थळावर उपलब्ध आहे. तरी ही बाब सर्व संबंधितांच्या निदर्शनास आणून द्यावे, ही विनंती.

ज्ञानतीर्थ परिसर,
विष्णुपुरी, नांदेड - ४३१ ६०६.
जा.क्र.: शैक्षणिक-०१ / परिपत्रक/बी.व्होक/डिप्लोमा/प्रमाणपत्र/
२०२०-२१ / ९२
दिनांक : २९.०७.२०२१.



आपली विश्वासू
स्वाक्षरित / -
सहाकुलसचिव
शैक्षणिक (१-अभ्यासमंडळ) विभाग

प्रत माहिती व पुढील कार्यवाहीस्तव :

- १) मा. अधिष्ठाता, वाणिज्य व व्यवस्थापन विद्याशाखा, प्रस्तुत विद्यापीठ.
- २) मा. सहयोगी अधिष्ठाता, वाणिज्य व व्यवस्थापन विद्याशाखा, प्रस्तुत विद्यापीठ.
- ३) मा. कुलसचिव यांचे कार्यालय, प्रस्तुत विद्यापीठ.
- ४) मा. संचालक, परीक्षा व मुल्यमापन मंडळ, यांचे कार्यालय, प्रस्तुत विद्यापीठ.
- ५) मा. प्राचार्य, संबंधित वाणिज्य व व्यवस्थापन महाविद्यालय, प्रस्तुत विद्यापीठ.
- ६) सिस्टम एक्सपर्ट, शैक्षणिक विभाग, प्रस्तुत विद्यापीठ यांना देवून कळविण्यात येते की, सदरील परिपत्रक विद्यापीठाच्या संकेत स्थळावर प्रकाशित करावे.



Swami Ramanand Teerth Marathwada University, Nanded

Syllabus

UGC Sanctioned Vocational Course

Curriculum based on the

Choice Based Credit System (CBCS Pattern)

w.e.f. 2020-21

Name of the Programme:

B. Voc. (Banking Finance Services and Insurance/Banking & Taxation/Insurance/Goods and Service Tax [GST] Account Assistant/Life Insurance Agent)

First Year (Sem. I) - Certificate Course

First Year (Sem. II) - Diploma Course

Programme Code: B. Voc. (BFSI/BT/INSU/GSTAA/LIA)

Examination Pattern

Continuous Assessment:

Core and Elective Subjects

1. Two Class Test of 10 Marks Each
2. Assignment / Tutorial / Seminar Presentation for 05 Marks in the

Particular Subject:

End of Semester Examination (ESE)

1. Question No. 1 Compulsory for 20 Marks on any Topic
2. Question No. 2 to Question No. 4 Alternative type Questions carrying 15 Marks each
2. Question No. 5 will be short Notes on any two of the given Four for 10 Marks

Semester I (Certificate Course)

Ability Enhancement Course

1. Compulsory English I (Communication Skill I):

Syllabus as Per the Guidelines of Board of Humanities provided to all Disciplinary Studies

2. Business Communication I:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives:

- i) To Develop Communication Skills of Students
- ii) To help in personality development
- iii) To improve speaking, writing, and interview skills of students.

Syllabus Content:

Unit: I Introduction to Business Communication

Introduction, Definitions, Nature, objectives and Importance of communication Basic forms of communication process. Stages in communication Process, SWOC analysis.

Unit: II Corporate communication

Formal and Informal communication network. Barriers of Communication. Improving communication and solution to avoid Barriers, Group discussion, Seminar, Mock interview.

Unit: III Effective Business Communication

Definition of Effective Communication, Need of effective communication Principles of effective business communication.

Unit IV Effective oral communication

Principles of effective oral communication speech preparation, Guidelines of effective speech, the art of presentation, the essential features of an interview. Distinction between written and oral communication.

Unit V Modern Tele Communication

Tele conferencing, E-mailing, Faxes, Tele communication, Mobile Phone Conversation, Video conferencing.

Reference Books:

Business Communication – D.D.Singhal – Ramesh Book Depo. Jaipur

Business Communication – Varinder Kumar- Kalyani Publication Ludhiyana

A) Core Subject:

1. Fundamentals of Computer and Information Technology

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The objective of this course is to familiarize students with Fundamentals of Computer and IT applications. It enables the student to get practical exposure towards MS - Office tools.

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Syllabus Content

UNIT - I KNOWING COMPUTER: Introduction, Objectives, Basic Applications of Computer, Components of Computer System: Central Processing Unit, Keyboard, mouse and VDU, Other Input devices, Other Output devices, Computer Memory. Concept of Hardware and Software: Hardware, Software: Application Software, Systems software. Concept of computing, data and information. Bringing computer to life: Connecting keyboard, mouse, monitor and printer to CPU, Checking power supply.

UNIT - II OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM: Introduction, Objectives, Basics of Operating System: Operating system, Basics of popular operating system (LINUX, WINDOWS). The User Interface: Task Bar, Icons, Menu, Running an Application. Operating System Simple Setting: Changing System Date And Time, Changing Display Properties, To Add Or Remove A Windows Component, Changing Mouse Properties, Adding and removing Printers. File and Directory Management: Creating and renaming of files and directories, Common utilities.

UNIT - III INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS: Introduction, Objectives. Basic of Computer Networks: Local Area Network (LAN), Wide Area Network (WAN). Internet: Concept of Internet, Applications of Internet, Connecting to the Internet, Troubleshooting, World Wide Web (WWW), Web Browsing Software, Popular Web Browsing Software. Search Engines: Popular Search Engines / Search for

content, Accessing Web Browser, Using Favorites Folder, Downloading Web Pages, Printing Web Pages. Understanding URL, Surfing the web: Using e - governance website.

UNIT - IV COMMUNICATIONS: Introduction, Objectives, Basics of E - mail: What is an Electronic Mail, Email Addressing, Using E - mails: Opening Email account, Mailbox: Inbox and Outbox, Creating and Sending a new E - mail, Replying to an E - mail message, Forwarding an E - mail message, Sorting and Searching emails.

UNIT - V COLLABORATION: Introduction to MS - Office: MS - Word, MS - Excel, MS - Power Point.

Books Recommended:

Fundamentals of Computers, V. Rajaraman, PHI Publication

Computer Fundamentals, P. K. Sinha, BPB Publication.

2. Basics of Economics and Market

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The course aims at improvising a complete understanding of the market at the both domestic and international level to the students.

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Syllabus Content

UNIT – I Basic Concepts of Economics – Micro & Macro Economics, The Fundamentals of Economics, Utility, Wealth, Production, Theory of Demand (meaning, determinants of demand, law of demand, elasticity of demand price, income and cross elasticity) and Supply (meaning, determinants, law of supply and elasticity of supply), Equilibrium.

UNIT – II Theory of Production (meaning , factors, laws of production– law of variable proportion, laws of returns to scale), Cost of Production (concept of costs, short– run and long– run costs, average and marginal costs, total, fixed and variable costs)

UNIT– III Forms of Market, Pricing strategies in various forms of markets

UNIT – IV Money and Banking, Definition of Money, Types, Features and Functions, Definition, functions, utility.

UNIT – V Principles of Banking, Measures of credit control and Money Market.

Books Recommended:

Koutosoyiannis, A., “Modern Micro Economics”, Palgrave Macmillan.

Dwivedi, D.N., “Microeconomics: Theory and Applications”, Pearson Education, New Delhi.

Gravelle H., and Rees, R., “Microeconomics”, Pearson Education, New Delhi.

Ahuja, H.L., “Advanced Economic theory; Microeconomic Analysis”, S. Chand & Company Ltd. New Delhi.

3. Banking and Insurance Operations

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The course encompasses the various colours and approaches of the banking and operations at the insurance level to make people aware of the current economic system.

Syllabus Content

UNIT – I Definition of Bank – Basic functions of Banker, Banking System in India, Relationship between Banker and Customer, Special Types of Customers, Retail & Wholesale Banking, deposit Accounts – Savings Accounts, Current Accounts, Fixed Deposit Accounts, Opening and operation of Accounts, Nomination, KYC requirements, Pass Book, Minors, Partnerships & Companies.

UNIT – II Liquid Assets– Cash in Hand, Cash with RBI & Cash with other Banks. Investment in securities, Advances – Secured and Unsecured, Loans, Term Loans, Cash Credit, Overdraft, Discounting of Bills of Exchange.

UNIT – III Modes of creating charge on Securities, Types of Securities, Definition & Characteristics of Cheques, Bills of Exchange & Promissory Notes, Crossings, Endorsements, Collection and payment of Cheques, Liabilities of Parties.

UNIT – IV Concept of Insurance, Need for Insurance., Brief history of Insurance industry in India, (a) Enactment of Insurance Act, 1938,, b) Nationalization of Life Insurance Companies in 1955, (c) Nationalization of General insurance Companies in 1972 (d) Malhotra Committee Report – Opening up of Insurance sector to Private Companies in 2000, (e) Setting up of Insurance Regulatory and Development Authority in 1999.

UNIT – V Present Organizational set– up of Insurance Companies in India – L.I.C. and Private Companies with foreign joint ventures, selling Insurance through Agents and

Banks, Objectives of Life Insurance – Protection and Investment, Different types of Life Insurance Policies – Chief characteristics and similarity, Basic Pre– requites for Life Insurance – Insurable Interest and utmost Good Faith, Procedure for taking a policy.

Books Recommended:

IIBF, “Principles and Practices of Banking”, 2nd Edition, McMillian Publishers.

Paul and Suresh, “Management of Banking and Financial Services”, 2007, Pearson Education.

Sunderam and Varshney, “Banking Theory Law and Practices”, 2004, Sultan Chand and Sons.

Varshney, P.N, “Banking Law and Practice”, 2012, Sultan Chand and Sons.

4. Soft Skill and Personality Development:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objective: On completion of the course, the students will be able to listen to lectures, public announcements, news on TV, radio and engage in telephonic conversation to communicate effectively and accurately in English used as spoken language for various purposes.

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Syllabus Content

UNIT - I Listening Skills: Barriers to listening; effective listening skills; feedback skills. Attending telephone calls; note taking. Activities: Listening exercises - Listening to conversation, News and TV reports. Taking notes on a speech / lecture.

UNIT - II Speaking and Conversational Skills: Components of a meaningful and easy conversation; understanding the cue and making appropriate responses; forms of polite speech; asking and providing information on general topics.

UNIT - III The study of sounds of English, stress and intonation. Situation based Conversation in English.

UNIT - IV Essentials of Spoken English: Activities, Making conversation and taking turns, Oral description or explanation of a common object, situation or concept, Giving interviews.

UNIT - V Oral Presentation with / without audio visual aids. Group Discussion . Listening to any recorded or live material and asking oral questions for listening comprehension.

Books Recommended:

Soft skills Training - A workbook to develop skills for employment by Fredrick H. Wentz

Personality Development and Soft skills , Oxford University Press by Barun K. Mitra.

B) Elective (Any One):

1. Business Analysis & Environment:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objective: The course will enable the students to understand, assimilate and apply the various dimensions of business and its associated affairs in the socio economic, socio cultural and socio political ambience.

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Syllabus Content

UNIT - I Business Environment - Introduction, Concept of Business, Levels of the Business Environment, Understanding the Environment, Economic Environment of Business, The Global Economic Environment, Economic Policies, Business and Economic Policies, Socio Cultural Environment, Business and Society, Business and Culture , Indian Business Culture, Culture and Organizational Behavior.

UNIT - II Introduction to Political Environment, Political Environment and the Economic system, Types of Political Systems, Indian Constitution and Business, Changing Profile of Indian Economy ,

UNIT - III Business Risks Posed by the Indian Political System, Economic Systems, Financial Environment: Introduction, An Overview of the Financial System, Components of Financial System, Financial Institutions and their Roles, Financial Institutions in India, Role of Foreign Direct Investment

UNIT - IV Introduction to Legal Environment, Laws Impacting Industry in India, Intellectual Property Rights, Major Regulations Pertaining to Business, Regulatory Role of Government, Promotional Role of Government, Participatory Role of Government, Conciliatory and Judicial Role of Government.

UNIT - V Impact of India's Industrial Policy on Economic Reforms, New Economic Policy, Globalization. India, WTO and Trading Blocs, Levels of Economic Integration/Trading Blocs, Effects of Economic Integration, Major Regional Trading Blocs, Commodity Agreement, World Trade Organization, WTO and India, Corporate Social Responsibility: Introduction, Meaning and Definition, Need for social responsibility of business, Social responsibility of business towards different groups, Barriers to social responsibility, Social responsibility of business in India, Public, Private, Joint and Cooperative Sectors.

Books Recommended:

Business Environment; By T. R. Jain, Mukesh Trehan, Ranju Trehan, VK Global Publications.

Business Environment; By Vishwajeet Prasad, Gyan Publishing House.

Business Environment; By Saleem, Pearson Education India.

BUSINESS ENVIRONMENT; By VEENA KESHAV PAILWAR, PHI Learning Pvt. Ltd.

2. Mutual Fund Operations

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The course aims at a comprehensive understanding of the fundamental concept of mutual fund and the risk involved in the matter of investment in the market.

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UNIT – I Structure and constituents of Mutual Funds: Definition of Mutual Fund, Organization of Mutual Fund, Types of Mutual Funds, Advantages and Limitations of Mutual Funds.

Syllabus Content

UNIT – II Mutual fund products: Kinds of Mutual Fund – Fixed Income category, Govt. Bonds, Corporate Bonds, Debt Instruments, Indexed Funds, Balanced Funds, Money Market Funds..

UNIT – III Applicable NAV and cut– off time: Defining NAV, components of NAV, Calculation of NAV. Factors to be considers for NAV calculation.

UNIT – IV Purchase, redemption and systematic transactions: Mutual Fund fees, Mutual Fund Purchase, (direct Purchase, and Purchase through broker).

UNIT – V Redemption Procedure or Buy Back, Systematic Investment in Mutual Funds.

Books Recommended:

Khan, M.Y., “Financial Services”, Tata McGraw Hill, New Delhi.

Gurusamy, S., “Financial Services and System”, 2004, Vijay Nicole Imprints Pvt. Ltd., Chennai.

C) Skill Enhancement Course

Basics of Computer skills

Practical (CA)	50 Marks
Total	50Marks
Total Credit	02

Objectives: The aim of the course is to focus on the need to learn and apply the basic as well as the professional skills required in the corporate in recent times.

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Syllabus Content

UNIT – I Brief introduction to computerized accounting, Introduction to Tally, Starting Tally

UNIT – II Company information, accounting maintenance, Accounting vouchers, Cost allocation, Inventory maintenance, Inventory vouchers, Implementation of GST in Tally

UNIT – III Implementation of TDS in Tally, Implementing TCS in Tally, Service Tax in Tally

UNIT – IV Working with multiple companies, Security control, Year– end processing, Reports, Printing from Tally, Payroll accounting, Job costing and POS in Tally

Books Recommended:

Gupta, Ambrish, “Financial Accounting for Management: An Analytical Perspective” Pearson Education, New Delhi.

Khatri, Dhanesh (2011), “Financial Accounting” Tata McGraw– Hill, New Delhi.

Semester II (Diploma Course)

A) Ability Enhancement Course

1. Compulsory English II (Communication Skill II):

Syllabus as Per the Guidelines of Board of Humanities provided to all Disciplinary Studies

2. Business Communication II:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives

1 To Develop Communication Skills of Students

2 To help in personality development

3 To improve speaking, learning, and interview skills of students.

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Syllabus Content:

Unit I Application for employment

Contents of application for the employment points to be considered while drafting an application, types of application, the write resume, Application on prescribed format, Application format, personal record sheet.

Unit: II Communication Skills

Listening Skill: Principles of Effective listening, factors affecting listening skills. Interviewing Skills - Appearing an interview, conducting interviews. Speaking skills - Principles of effective speaking.

Unit III Business Letters

Meaning of business letters, types, importance, Principles of good business letters, function of business letters, Physical appearance of a business letter.

Unit: IV Writing Skills

Drafting of business letters,: Sales letter, office memorandum, Enquiry letter, Request letter.

Unit V Import Export Trade Correspondence

Procedure of Import business, prices in foreign business, Export trade correspondence, procedure of export business.

Reference Books

Business Communication – D.D.Singhal – Ramesh Book Depo. Jaipur

Business Communication – Varinder Kumar- Kalyani Publication Ludhiyana

Communication Skill- DR P L Pardeshi –Nirali Publication Pune

Essential of Business Communication – Rajendrapal – sultan chand& son

New Delhi

Business Communication – Dr. Chaya Sukhdane, Dr.Shrinivas Joshi.

B) Core Subject

1. Indian Security Market:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The course is a total package including the elements of security at both the business and financial strata of the recent market policy.

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Syllabus Content

UNIT – I Introduction to Indian Security Market, Definition & characteristics of security: primary and secondary markets, types of security.

UNIT – II Structure of Indian security markets: Concepts of risk and return, Primary and Secondary Markets, Issues in Indian security market, Role of stock brokers, Portfolio Managers, Merchant Bankers, Underwriters and Credit Rating Agencies.

UNIT – III Regulators of Indian Security market.

UNIT – IV Business and its capital requirements, Security markets as allocators of capital

UNIT – V Financial security – characteristics and types.

Books Recommended:

Sharpe, William F., Gordon J. Alexander and Jeffrey V. Bailey, Investments (Prentice Hall).

Fabozzi, Frank Investment Management (Prentice Hall).

2. Entrepreneurship Development Programme

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objective: The course aim to give a shape to understand the validity of various entrepreneurship development programs in the field of economics and its related concepts.

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Syllabus Content

UNIT - I To make the students understand about entrepreneurs and different classifications. Entrepreneur and entrepreneurship - Definition; traits and features; classification; Entrepreneurs; Women entrepreneurs; Role of entrepreneur in Entrepreneurs in India, Create an awareness about EDP. Entrepreneurial development programme concept.

UNIT - II Need for training; phases of EDP; curriculum & contents of Training Programme; Support systems, Target Groups; Institutions conducting EDPs in India and Kerala.

UNIT - III General awareness about edeutification of project financing new enterprises; Promotion of a venture; opportunity Analysis Project identification and selection.

UNIT - IV External environmental analysis economic, social, technological an competitive factors; Legal requirements for establishment of a new unit; loans; Over rum finance; Bridge finance.

UNIT - V Venture capital; Providing finance in Approaching financing institutions for loans.

Books Recommended:

Cliffton, Davis S. and Fylie, David E. , Project Feasibility Analysis, John Wiley, New York, 1977.

Desai A. N., Entrepreneur and Environment, Ashish, New Delhi, 1990.

3. Human Resource Management:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objective: The study of proper human mind is to be emphasized before the role of human resource management comes to play.

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Syllabus Content

UNIT - I Evolution and growth of human resource management (with special reference to Scientific management and Human relations approaches).

UNIT - II Role of HR in strategic management. Nature, objectives, scope, and functions of HR management, Challenges of HR (the changing profile of the workforce - knowledge workers, employment opportunities in BPOs, IT and service industries, Flexi options),

UNIT - III Workforce diversity (causes, paradox, resolution of diversity by management).

UNIT - IV Concepts of line - staff in the structure of human resource department and the role of human resource manager

UNIT - V Manpower planning, Job analysis, Job evaluation.

Books Recommended

Aswathappa K. (2002) Human Resource and Personnel Management, Tata McGraw - Hill, New Delhi.

Bhattacharyya Kumar Deepak (2006) Human Resource Managing, Excel Books, New Delhi.

4. Financial Management:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: To make the students acquire an adequate knowledge, the course is structured and divided into different stages of finance in the current market operation.

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Syllabus Content

UNIT – I Basic Understanding of Financial Management: Definition, Importance, Scope, Organization of Finance Function.

UNIT – II Project Appraisal and Analytical Tools in Financial Management.

UNIT – III Time Value of money, Capital budgeting techniques, risk analysis and capital rationing.

UNIT – IV Policy matters in Financial Management: Dividend policy decision, Capital structures.

UNIT – V Working Capital Management: Inventory management, cash management, receivable management.

Books Recommended:

Financial Accounting – P. C. Tulsian

Financial Accounting – Prof. KishorNikam, Mr. SantoshBhange.

C) Elective (Any One)

1. Quality Management:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objective: This course will help the students to digest the basic features of the subject apart from a handful of theories, laws, hypothesis included in the course, before the students stamp their feet on the corporate sector.

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Syllabus Content

UNIT - I Introduction to Quality Management, Evolution of Quality Management, Concepts of Product and Service Quality Dimensions of Quality, Deming's, Juran's, Crosby's Quality Philosophy, Quality Cost.

UNIT - II Introduction to Process Quality, Graphical and statistical techniques for Process Quality Improvement Graphical tools for data representation, 7 QC tools.

UNIT - III Sampling, sampling distribution, and hypothesis Testing Regression, Control charts, Process capability analysis, Measurement system analysis, Analysis of Variance (ANOVA), Design and Analysis of Experiment (DOE), Acceptance sampling plan, TQM, Leadership, Lean and JIT Quality Philosophy.

UNIT - IV Benchmarking, Process failure mode and effect analysis(PFMEA), Service Quality, Six sigma for Process Improvement, ISO 9001 and QS 9000 Quality Audit, Quality Circles

UNIT - V Quality Improvement, Quality Function Deployment, Robust Design and Taguchi Method, Design Failure Mode & Effect Analysis, Product Reliability Analysis, Six Sigma in Product Development.

Books Recommended:

D. C. Montgomery, Introduction to Statistical Quality Control, John Wiley & Sons, 3rd Edition.

Mitra A. , Fundamentals of Quality Control and Improvement, PHI, 2nd Ed. , 1998.

2. Risk Management:

End of Semester (University Exam)	75 Marks
Practical (CA)	25 Marks
Total	100 Marks
Total Credit	04

Objectives: The course comprises the basic concept of risk, its various forms, role and the proper chalking out of the plan to investigate, control and manage the concept in real life.

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Syllabus Content

UNIT – I Concepts and Definitions of Risk and Risk Management: Approaches to defining risk, Impact of risk on organizations, Types of risk, Development of risk management, Principles and aims of risk management.

UNIT – II Risk Management Standards & Enterprise Risk Management: General risk management standards and risk management frameworks, Alternative risk management approaches, Enterprise risk management overview, Implementing ERM, Establishing the context for risk management.

UNIT – III Risk assessment: Risk assessment considerations, Value at risk, stress tests and scenarios, Risk causes (sources) and consequences, Risk classification systems, Introduction to risk analysis, Risk likelihood and impact.

UNIT – IV Regulatory models and internal models as risk analysis tool, Defining the upside of risk, Risk evaluation and risk appetite.

UNIT – V Risk response and risk treatment: Introduction to risk treatment and risk response, The 4Ts, Risk control techniques (PCDD), Control of financial risks, Introduction to control of operational risk, Insurance and risk transfer.

Books Recommended:

Kenett, Ron “Operational Risk Management: A Practical Approach to Intelligent DataAnalysis” Wiley Publications.

Hoffma, Douglas, G “Managing Operational Risk” Wiley Publications.

D) Skill Enhancement Course

Retail Banking Instruments

Practical (CA)	50 Marks
Total	50Marks
Total Credit	02

Objectives: The course imparts an advanced training on the areas of microfinance and retail banking to the students to deal with the customers effectively in the recent market situation.

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Syllabus Content

UNIT – I Introduction to retail banking, Importance of retail line of business, dimensions of retail banking/Retail banking channels.

UNIT – II Overview of products & services, Deposit products, Loan products.

UNIT – III Overview of products & services, other third party products, other services.

UNIT – IV Operations in retail banking accounts, Customer originated, Bank originated, Transactions originated by others.

Books Recommended:

Retail Banking – Keith Pond.

Consumer banking: Counter revolution – The Economist publication