

B. VOC. (BANKING, FINANCIAL SERVICES & INSURANCE)

Third Semester

Business Operations & Administration

Course Code:	BFSI
Paper Code:	BF301T
Course Title:	Business Operations & Administration

Learning Objective: The objective of this paper is to introduce the student with facets of business operations and administration.

Unit	Details	Contact Hours
I	Business Operations - Concept, definition and types. Management of Business Operations. Understanding of Internal and External Factors of Business Environment	9
II	Products and Services: Concept, Definition and Features and classification of Products. Concept, Definition and Features of Services, Difference between Product and Service.	9
III	Types of Organisation: Meaning and Definition of Organisation. Characteristics and Significance of Organisation. Types of Organisation.	9
IV	Business Correspondence: Meaning, Principles and Significance of Business Correspondence. Qualities of Good Business Correspondence. Forms and Types of Common Business Letters.	9
V	Functional Areas of Management - Meaning, Definition and Importance. Production Management. Financial Management. Marketing Management. Human Resource Management. Information Technology. Organizational Behaviour	9

Learning Outcome: The student will be aware general business operations and administrative activities.

Scheme of Examination:

Continuous Assessment (MM: 100)

The continuous assessment shall be done by the concerned faculty based on mid-term test (40 marks); demonstration / presentation (40 marks) and attendance / punctuality / personality traits (20 marks)

End term Assessment (MM: 100)

The End Term Assessment of educational component shall be carried out by the University in the form of written examination whose duration shall be 3 hours as per following examination paper pattern:

Section – A: Ten questions of 2 mark each. Student shall be required to attempt all.

Section – B: Eight questions of 10 marks each out of which student shall be required to attempt any Four.

Section – C: Four questions of 20 marks each out of which student shall be required to attempt any two.

Suggested Readings:

Tulsian P.C., Business Organization and Management, Pearson (India) Pvt. Ltd.

Mishra, Gupta, Business Organization and Management, SBPD Publishing House

Business Operations & Administration Lab.

Course Code:	BFSI
Paper Code:	BF301P
Course Title:	Business Operations & Administration Lab.

Learning Objective: The objective of this paper is to make student professionally comfortable with business operations and administrative activities.

Activity	Details
1	Prepare a chart on different types of joint stock companies with examples.
2	Visit nearby business enterprises / companies and prepare a report on the following: a) Nature and Type of business being run by them. b) Products and Services provided by them.
3	Role play on understanding the concept of Formal and Informal Communication.
4	Presentation of Report
5	Viva

Learning Outcome: Students will be able to perform the basic operation of mass communication through the computer.

Scheme of Examination:

Continuous Assessment (MM: 100)

The continuous assessment shall be done by the concerned faculty based on mid-term test (20 marks); demonstration / presentation (20 marks) and attendance / punctuality / personality traits (10 marks)

End term Assessment (MM: 100)

The student will prepare and submit a report on a topic / problem under supervision of faculty member to be allotted by Principal / Director of the Institute. The student will make a demonstrative presentation before a panel of concern supervisor and an examiner nominated by assigned by Principal / Director of the Institute.

Indian Financial System – I

Course Code:	BFSI
Paper Code:	BF302T
Course Title:	Indian Financial System – I

Pre-Requisite: Indian Securities Markets – I

Learning Objective: The objective of this paper is to introduce the student to the basic structure of Indian Financial System.

Unit	Details	Contact Hours
I	Introduction of Indian Financial System: Functions and major issues	9
II	Commercial Banks: Functions, Importance, challenges	9
III	Development Banks: Functions, Importance, challenges	9
IV	Investment Banks: Functions, Importance, challenges	9
V	Financial Markets: Role, types, functions, importance, major issues	9

Learning Outcome: The student will understand the financial system of country within which BFSI activities take place.

Scheme of Examination:

Continuous Assessment (MM: 100)

The continuous assessment shall be done by the concerned faculty based on mid-term test (40 marks); demonstration / presentation (40 marks) and attendance / punctuality / personality traits (20 marks)

End term Assessment (MM: 100)

The End Term Assessment of educational component shall be carried out by the University in the form of written examination whose duration shall be 3 hours as per following examination paper pattern:

Section – A: Ten questions of 2 mark each. Student shall be required to attempt all.

Section – B: Eight questions of 10 marks each out of which student shall be required to attempt any Four.

Section – C: Four questions of 20 marks each out of which student shall be required to attempt any two.

Suggested Readings:

Machiraju H.R., Indian Financial System, Vikas Publishing House.

Desai V., Fundamentals of Indian Financial System, Himalaya Publishing House.

Risk Management – I

Course Code:	BFSI
Paper Code:	BF303T
Course Title:	Risk Management – I

Pre-Requisite: Indian Securities Markets – I

Learning Objective: The objective of this paper is to introduce the student to concept of risk and enterprise risk management.

Unit	Details	Contact Hours
I	Concepts of Risk Definitions of Risk and Risk Management Approaches to defining risk	9
II	Impact of risk on organisations Types of risk Development of risk management	9
III	Principles and aims of risk management General risk management standards and risk management frameworks	9
IV	Alternative risk management approaches Enterprise risk management overview	9
V	Implementing ERM Establishing the context for risk management	9

Learning Outcome: The student will be able to deal with risk in BFSI activities.

Scheme of Examination:

Continuous Assessment (MM: 100)

The continuous assessment shall be done by the concerned faculty based on mid-term test (40 marks); demonstration / presentation (40 marks) and attendance / punctuality / personality traits (20 marks)

End term Assessment (MM: 100)

The End Term Assessment of educational component shall be carried out by the University in the form of written examination whose duration shall be 3 hours as per following examination paper pattern:

Section – A: Ten questions of 2 mark each. Student shall be required to attempt all.

Section – B: Eight questions of 10 marks each out of which student shall be required to attempt any Four.

Section – C: Four questions of 20 marks each out of which student shall be required to attempt any two.

Suggested Readings:

Risk Management, Indian Institute of Banking & Finance (IIBF).

Arunajatesan S., Risk Management in Finance, Vikas Publishing House.

Fundamentals of Retailing

Course Code:	BFSI
Paper Code:	BF304T
Course Title:	Fundamentals of Retailing

Learning Objective: This course intends to acquaint the student with basic principles of Retailing as a format of business.

Unit	Details	Contact Hours
I	Retailing – Concept, Definitions, Functions, Types of Retailing, Important Terms and formats.	6
II	Importance of retailing, Retailing channels, Retail Marketing research	6
III	Customer behaviour in retail sector, Customer decision process, Types of decisions, Factors affecting the buying behaviour of customers in retail sector, Buying Process in retail sector.	6
IV	Retail location: Types of Retail Locations, Factors determining the retail location.	6
V	Changing scenario in Retailing, Present status of Retail Industry in India.	6

Learning Outcome: The student will understand the retailing as a business format and retail market in detail and its various facets.

Scheme of Examination:

Continuous Assessment (MM: 100)

The continuous assessment shall be done by the concerned faculty based on mid-term test (40 marks); demonstration / presentation (40 marks) and attendance / punctuality / personality traits (20 marks)

End term Assessment (MM: 100)

The End Term Assessment of educational component shall be carried out by the University in the form of written examination whose duration shall be 3 hours as per following examination paper pattern:

Section – A: Ten questions of 2 mark each. Student shall be required to attempt all.

Section – B: Eight questions of 10 marks each out of which student shall be required to attempt any Four.

Section – C: Four questions of 20 marks each out of which student shall be required to attempt any two.

Suggested Readings:

1. Madaan K.V.S., Fundamentals of Retailing, Tata McGraw Hill Education, New Delhi.
2. Cox Roger and Paul Brittain Paul, Retailing – An Introduction, Pearson Education, New Delhi.

Loan Processing Officer

Course Code:	BFSI
Paper Code:	BF3A1S
Course Title:	Loan Processing Officer

Continuous Assessment of Skill (on the Job/self) (MM: 100):

The continuous assessment of skill component shall be done by the concerned officer at industry partner based on Viva-voce (20 marks); demonstration / presentation (20 marks); and attendance / punctuality / personality traits (10 marks)

End term Assessment of Skill – On the Job/Self.: (MM: 100):

The End Term Assessment of skill component shall be carried out by a panel comprising of a faculty nominated by Director / HOD of the college, an officer nominated by industry partner and external examiner appointed by the University.

Life Insurance Agent

Course Code:	BFSI
Paper Code:	BF3A2S
Course Title:	Life Insurance Agent

Continuous Assessment of Skill (on the Job/self) (MM: 100):

The continuous assessment of skill component shall be done by the concerned officer at industry partner based on Viva-voce (20 marks); demonstration / presentation (20 marks); and attendance / punctuality / personality traits (10 marks)

End term Assessment of Skill – On the Job/Self.: (MM: 100):

The End Term Assessment of skill component shall be carried out by a panel comprising of a faculty nominated by Director / HOD of the college, an officer nominated by industry partner and external examiner appointed by the University.

Micro Finance Executive

Course Code:	BFSI
Paper Code:	BF3A3S
Course Title:	Micro Finance Executive

Continuous Assessment of Skill (on the Job/self) (MM: 100):

The continuous assessment of skill component shall be done by the concerned officer at industry partner based on Viva-voce (20 marks); demonstration / presentation (20 marks); and attendance / punctuality / personality traits (10 marks)

End term Assessment of Skill – On the Job/Self.: (MM: 100):

The End Term Assessment of skill component shall be carried out by a panel comprising of a faculty nominated by Director / HOD of the college, an officer nominated by industry partner and external examiner appointed by the University.