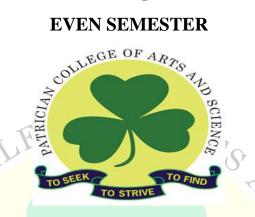
DEPARTMENT OF COMPITER SCIENCE

LESSON PLAN

Nov 2020 April 2021



MASHIYA AFROZE F

Assistant Professor, Department of Computer Science,

Patrician College of Arts and Science, Adyar, Chennai - 20.

SUBJECTS ALLOTTED

S. No.	CLASS	SUBJECT
1.	III B.Sc. (COMPUTER	DATA COMMUNICATION
	SCIENCE)	AND NETWORKING
2.	I B.Sc. (COMPUTER SCIENCE)	COMPUTER ORGANIZATION-
	TO STRIV	Theory
3	I B.Sc. (COMPUTER SCIENCE)	COMPUTER ORGANIZATION -
		LAB
4.	IMA	COMPUTING SKILLS
		LEVEL-II

SEMESTER VI - APR 2021 SUBJECT : DATA COMMUNICATION AND NETWORKING CLASS : III B.SC(CS) SYLLABUS

Title of the	Paper-XVIII DATA	COMMUNICATION	AND	
Course/	NETWORKING			
Core	III Year & Sixth	Credit: 4		
	Semester			
Objective of	This course introduces the c	oncepts of Networking		
the course	GE	OFAR		
Course outline		a Communication, Network,		
		Line Configuration - Topolo		
	Classification of Network -	OSI Model - Layers of OSI M	Iodel.	
	Unit-2: Parallel and Serial Transmission - DTE/DCE/such as EIA-449, EIA-530, EIA-			
	202 and x.21 interface - Interface standards - Modems - Guided Media - Unguide			
7	Media - Performance - Types of Error - Error Detection - Error Corrections.			
	Unit-3: Multiplexing - Types of Multiplexing - Multiplexing Application -			
\odot		802 - Ethernet - Token Bus -		
		tching - Packet Switching - N	lessage switching -	
Connection Oriented and Connectionless services.				
E	Unit-4:History of Analog an	nd Digital Network - Access	s to ISDN - ISDN Layers -	
Broadband ISDN - X.25 Layers - Packet Layer Protocol - ATM - ATM				
P	ATM Protocol.		E	
	Unit-5 :Repeaters - Bridge	s - Routers - Gateway - Ro	outing algorithms - TCP/IP	
	Network, Transport and App	plication Layers of TCP/IP -	World Wide Web.	

TEACHING AID

1. Recommended Texts

i.Behrouz and Forouzan,2001,Introduction to Data Communication and Networking,

2ndEdition,TMH.

2. Reference Books

i.JeanWalrand1998,Communication Networks (A first Course),Second Edition,

WCB/McGraw Hill.

ii. Behrouz and Forouzan,2006,Data Communication and Networking,3nd Edition,

TMH.



- 3. Online Notes/Books/Powerpoint slides
- 4. ICT
- 5. Previous year question papers.
- 6. Google classroom App.

LESSON PLAN

DATA COMMUNICATION AND NETWORKING (6 hrs per week)

DATE	HRS	UNIT	TOPIC		
04/1/2021	2		Introduction to Data Communication, Network, Protocols & standards and standards organizations -		
5.1.2021	50	1	Line Configuration - Topology - Transmission mode - Classification of Network		
6.1.2021 – 8.1.2021	6	1	OSI Model - Layers of OS1 Model. TCP/IP Network, Transport and Application Layers of TCP/IP		
12.1.2021- 13.1.2021	5	2	Parallel and Serial Transmission - DTE/DCE/such as EIA-449, EIA-530, EIA-202 and x.21 interface - Interface standards - Modems		
14.1.2021 - 18.1.2021	5	2	Guided Media		
18.1.2021 🖓	2	2	Performance - Types of Error - Error Detection - Error Corrections.		
25.1.2021- 29.1.2021	6 TO SE	EK ³	Multiplexing - Types of Multiplexing - Multiplexing Application - Telephone system.		
1.2.2021 - 5.2.2021	2		Project 802 - Ethernet - Token Bus - Token Ring - FDDI -		
8.2.2021	6	3	Revision		
9.2.2021	5	3	IEEE 802.6 - SMDS		
15.2.2021- 18.2.2021	5	4	Circuit Switching - Packet Switching - Message switching		
19.2.2021	6	4	Revision		



	22.2.2021- 26.2.2021	5	4	Connection Oriented and Connectionless services		
	1.3.2021- 5.3.2021	6	4	History of Analog and Digital Network - Access to		
	8.3.2021	5		Revision		
9.3.2021- 12.3.202165		5	ISDN - ISDN Layers - Broadband ISDN - X.25 Layers - Packet Layer Protocol			
	15.3.2021 – 19.3.2021 5 5		LE	ATM - ATM Topology - ATM Protocol.		
	22.3.2021- 24.3.2021	50	5	Repeaters - Bridges - Routers - Gateway		
	25.3.2021- ~			REVISION WITH PREVIOUS YEAR QUESTION PAPERS		
	26.3.2021	6		S		
	O					
	SUBJECT : CORE-III: COMPUTER ORGANIZATION CLASS : 1 B.SC(CS) SYLLABUS					
	P	H		E		

SUBJECT : CORE-III: COMPUTER ORGANIZATION

Title of the	CORE-III: COMPUTER ORGANIZATION		
Course/			
Core	IVear & Second Semester Credit: 4		
Objective of	• To understand the basic organization of computers and the working of each		
the course	component and CPU INIVL		
	• To bring the programming features of 8085 Microprocessor and know the		
	features of latest microprocessors.		
	• To understand the principles of Interfacing I/O devices and Direct Memory		
	accesses		



Course outline	UNIT - I
	Data representation: Data types – Complements- fixed point and floating point representation
	other binary codes. Register Transfer and Microoperations: Register transfer language- Register
	transfer- Bus and Memory transfers – Arithmetic, logic and shift micro operations.
	UNIT - II
	Central processing unit: General register and stack organizations- instruction formats -
	Addressing modes- Data transfer and manipulation - program control- RISC - Pipelining -
	Arithmetic and instruction- RISC pipeline - Vector processing and Array processors.
	Microprocessor Architecture and its Operations - 8085 MPU - 8085 Instruction Set and
CI	Classifications. Programming in 8085: Code conversion - BCD to Binary and Binary to BCD
L RIO	conversions - ASCII to BCD and BCD to ASCII conversions - Binary to ASCII and ASCII to
	Binary conversions.
P	UNIT - IV
G	Programming in 8085:BCD Arithmetic - BCD addition and Subtraction - Multibyte Addition and
	Subtraction - Multiplication and Division. Interrupts: The 8085 Interrupt - 8085 Vectored
	Interrupts – TO STRIVE
	UNIT - V
	Direct Memory Access(DMA)and 8257 DMA controller - 8255A Programmable Peripheral
	Interface. Basic features of Advanced Microprocessors - Pentium - I3 , I5 and I7



OUTCOMES:	• Describe the major components of a computer system and state their function and
	 purpose Describe the microstructure of a processor Demonstrate the ability to program a microprocessor in assembly language. Classify and describe the operation DMA and peripheral Interfaces.

TEXT BOOKS:

1. M.M. Mano, "Computer System architecture". Pearson, Third Edition, 2007

2. R. S. Gaonkar- "Microprocessor Architecture- Programming and Applications with

8085"- 5 th Edition- Penram- 2009.

3. TriptiDodiya&ZakiyaMalek, "Computer Organization and Advanced Microprocessors", Cengage Learning, 2012.

REFERENCE BOOKS:

1. Mathur- "Introduction to Microprocessor"- 3 rd Edition- Tata McGraw-Hill-1993.

2. P. K. Ghosh and P. R. Sridhar- "0000 to 8085: Introduction to Microprocessors for Engineers and Scientists"- 2nd Edition- PHI- 1995.

3. NagoorKani- "Microprocessor (8085) and its Applications" - 2nd Edition - RBA Publications - 2006.

4. V. Vijayendran- "Fundamentals of Microprocessors – 8085"- S. Viswanathan Pvt. Ltd.- 2008.

WEB REFERENCES:

- NPTEL & MOOC courses titled Computer organization
- https://nptel.ac.in/courses/106105163/
- https://nptel.ac.in/courses/106103068/

LESSON PLAN

COMPUTER ORGANIZATION

S.NO	DATE	Hours	STRIVE	PARTICULARS
01	18.1.2021	2	Syllabus - Intr	oduction
02	25.1.2021- 29.1.2021	5	Microprocesso	or Architecture and its Operations
03	1.2.2021 - 5.2.2021	5	8085 MPU	



		5	8085 Instruction Set and
04	8.2.2021		Classifications. Programming in 8085
	0.2.2021		
05	9.2.2021	5	Revision
		2	
0.6	15.2.2021-	2	:Code conversion - BCD to Binary and Binary to BCD conversions
06	18.2.2021		
07	19.2.2021	5	Revision
		GE	
08	22.2.2021-		ASCII to BCD and BCD to ASCII conversions
	26.2.2021		0.
	1.3.2021-	5	Binary to ASCII and ASCII to Binary
09	5.3.2021		conversions
10	8.3.2021	5	Revision
5	5		Q
F	9.3.2021-	5	Programming in 8085:BCD Arithmetic - BCD
11 🏳	4		addition and Subtraction
E	12.3.2021		
	4	5	Multibyte Addition and
10	15.3.2021 -	C C	
12	19.3.2021		Subtraction
			9
	22.3.2021-	5	Multiplication and Division.
13	24.3.2021		in D
		TO	STRIVE
14	25.3.2021-	5	Interrupts: The 8085 Interrupt – 8085
14	26.3.2021		VectoredInterrupts
15		5	Revision / Model Practicals
15		-	

BGE OF ART

SUBJECT :CORE-IV: PRACTICAL – IICOMPUTER ORGANIZATION LAB CLASS : I B.SC(CS) Syllabus

CORE-IV: PRACTICAL – IICOMPUTER ORGANIZATION LAB

Title of the	CORE-IV: PRACTICAL – IICOMPUTER ORGANIZATION LAB
Course/ Paper	I Year & Second Credit: 4
Core	I Year & Second Semester
Objective of the	To understand the programming features and operations of assembly
course	language programs using 8085 microprocessor kit or Simulator
Course outline	I: Addition and Subtraction
K	1.8 - bit addition
LA	2. 16 - bit addition
O	3.8 - bit subtraction
A	3. 8 - bit subtraction 4. BCD subtraction II : Multiplication and Division
E	II : Multiplication and Division
	1.8 - bit multiplication
	2. BCD multiplication
	3. 8 - bit division
	III: Sorting and Searching TO FIND
	1. Searching for an element in an array.
	2. Sorting in ascending order.
	3. Finding largest and smallest elements from an array
	4. Reversing array elements
	5. Block move
	6. Sorting in descending order
	IV: Code Conversion



	1. BCD to Hex and Hex to BCD			
	2. Binary to ASCII and ASCII to binary			
	3. ASCII to BCD and BCD to ASCII			
	V: Applications			
	1. Square of a single byte Hex number			
	2. Square of a two digit BCD number			
	3. Square root of a single byte Hex number			
	4. Square root of a two digit BCD number			
	CON			
OUTCOMES:	• Implement the arithmetic operations in assembly language programming			
V	 Understand the programming logic of 8085 in various aspects 			

LESSON PLAN

COMPUTER ORGANIZATION LAB

FRICI	LESSON PLAN COMPUTER ORGANIZATION LAB				
S.NO	DATE	Hours	PARTICULARS		
01	18.1.2021	2	Syllabus - Introduction		
02	25.1.2021- 29.1.2021	5 TO ST	 I : Addition and Subtraction 1. 8 - bit addition 2. 16 - bit addition 3. 8 - bit subtraction 4. BCD subtraction 		
03	1.2.2021 - 5.2.2021	5	 II : Multiplication and Division 1 . 8 - bit multiplication 2. BCD multiplication 		



			3.8 - bit division
04	8.2.2021	5	Revision
05	9.2.2021	5	Revision
		2	III: Sorting and Searching
	TE	E O	 Searching for an element in an array. Sorting in ascending order.
06	15.2.2021- 18. <mark>2.202</mark> 1		3. Finding largest and smallest elements from an array
			4. Reversing array elements 5. Block move
CIA			6. Sorting in descending order
07	19.2.2021	5	Revision
AA		2 5	IV: Code Conversion
08	22.2.2021- 26.2.2021		1. BCD to Hex and Hex to BCD 2. Binary to ASCII and ASCII to binary
Т	DSEEK	TO ST	3. ASCII to BCD and BCD to ASCII
09	1.3.2021-	1031	
10	5.3.2021 8.3.2021	5	Revision
	9.3.2021-	5	V: Applications
11	12.3.2021	5	 Square of a single byte Hex number Square of a two digit BCD number



				3. Square root of a single byte Hex number
				4. Square root of a two digit BCD number
_	10	15.3.2021 -		
	12	19.3.2021		
-	12	22.3.2021-	5	Revision
	13	24.3.2021		
F	14	25.3.2021-	5	Revision
	14	26.3.2021	EO	FART
	15	Julie	5	Revision / Model Practicals
	14 15	26.3.2021	5 O	Revision / Model Practicals

SUBJECT :COMPUTING SKILLS – LEVEL – II

CLASS : I MA

Syllabus

Unit 1 : Introduction to computers – classification of computers; Role of Computers in society; Inside Computers – Hardware (processing, memory i/o, storage etc), Software (Systems, application); CPU, Operating Systems – DOS, LINUX, UNIX, Windows ; Storage devices; Programming – Overview, need for languages, skills; Networking Basics; Virus; Hacking

Unit 2 : Word processing - Operating of word documents like open, close, save, print ;

Editing Text – tools, formatting, bullets, spell checker; Navigating word – Keyword, mouse, document formatting; paragraph alignment - indentation, headers, footers, numbering; printing – preview, options

Unit 3 :File Management – Understanding the Importance of file management, backing of files, Navigating thru My Computer and Windows Explorer; Files and Folders- editing, deleting, retrieving, renaming, subfolders; Manipulating windows – minimize, maximize; power point basics- terminology-templates, viewing.



Unit 4 :Spreadsheets – MS Excel – opening, entering text and data, formatting, navigating; Formulasentering, handling and copying; charts- creating, formatting and printing, header and footer, centering of data; printing

Unit 5 :Networks - Internet explorer- components; www – working, browsing, searching, saving; Bookmark – favorite, create, delete ; Printing a webpage; email – creating, receiving, reading and sending messages

Note – Unit 2 -5 are to be taught as practical with hands on experience

TEACHING AID

References :

- 1. Introduction to Computers Peter Norton, TataMcGraw-Hill, India
- 2. Microsoft 2003 Jennifer Ackerman Ketteletal., Tata Mc-Graw Hill, India
- 3. Working In Microsoft office 2006– Ron Mansfield , Tata Mc-Graw Hill, India
- 4. ICT

LESSON PLAN

COMPUTING SKILLS - II (2 hrs per week)

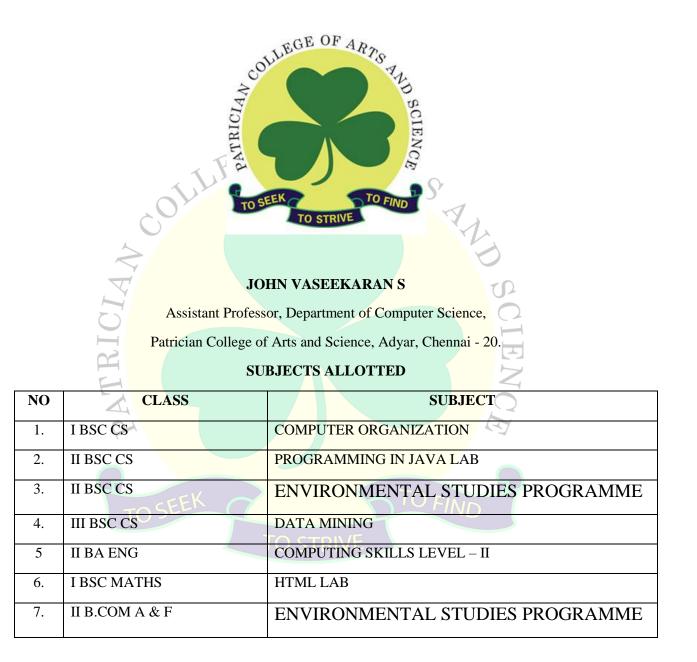
DATE	HRS	UNIT	торіс
18.1.2021	1		Syllabus, Introduction
25.1.2021- 29.1.2021	0255		Introduction to computers – classification of computers - Role of Computers in society– Hardware (processing, memory i/o, storage etc), Software (Systems, application)
1.2.2021 - 5.2.2021	2	1	CPU - Operating Systems – DOS, LINUX, UNIX, Windows - Storage devices - Programming
8.2.2021	2	2	Overview, need for languages, skills - Networking Basics – Virus - Hacking
9.2.2021	2	2	Create a mail merge document to send New year greetings to five of your friends.



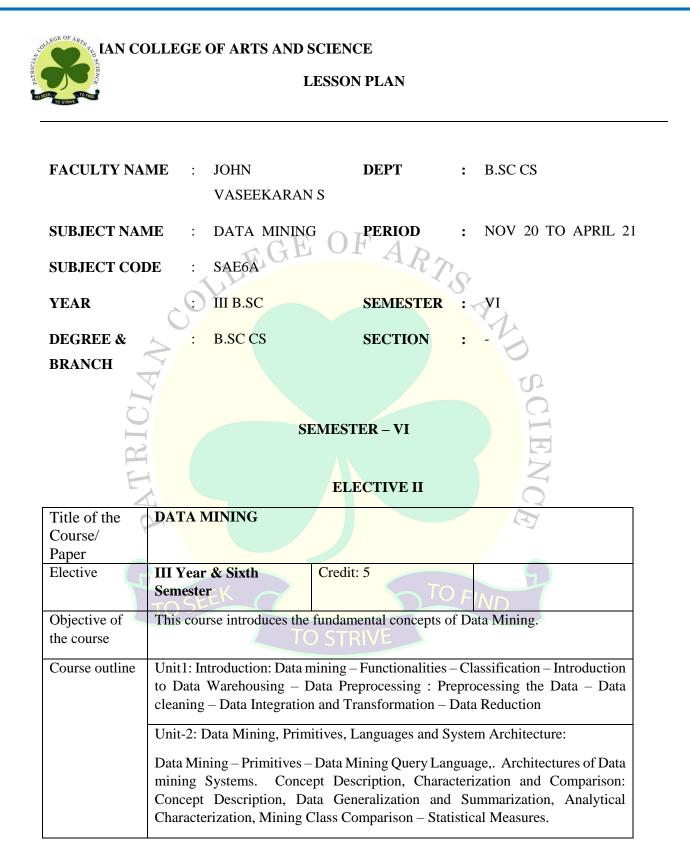
15.2.2021-	2	2	Create a worksheet of 5 students' details and functions to		
18.2.2021			find sum and average.		
10.2.2021					
10.0.0001	2	3	Create a template for Personal diary in MS-Word.		
19.2.2021					
22.2.2021-	2	3	Create a document and insert a picture from any		
26.2.2021			application and do all four alignments.		
20.2.2021					
1.3.2021-	2	4	Create a document and insert header and footer and show		
5.3.2021			it in the print preview.		
5.5.2021					
	2	4	Create a document, which uses table with 5 rows and 6		
8.3.2021		E	columns, and apply all possible formatting on it. (create a		
		7	mark sheet)		
	O^{Y}	-			
9.3.2021-	C^2	5	Create a worksheet and perform the following:		
J.J.2021-			(i) save a worksheet, (ii) Paste a worksheet		
12.3.2021 <					
$\overline{\nabla}$	i /		(iii) Rename a worksheet		
15.3.2021 -	2	5	Create a document files and copy a paragraph from one		
	-	5	document to another.		
19.3.2021					
22.3.2021-	2	5	Create a worksheet for the following data and draw the pie		
F 1	(-	graph		
24.3.2021			s. upri		
	2	5	Create a document and do the following:		
P		C C	create à document and do the following.		
25.3.2021-			(i) Text Orientation		
26.3.2021			(ii) Center Alignment		
20.3.2021	-51		(ii) Center Anglinien		
-	OSEE		(iii) Font size and Color.		
	2	E			
	2	5	Create a document and do the following:		
1.04.2021 -			(i)Spell check and find and replace		
10.04.21			(ii) cut and move		
			(iii) Insert a picture		

LESSON PLAN

EVEN SEMESTER (NOV '20 TO APRIL '21)









ENC

Unit 3: Mining Association Rules: Basics Concepts – Single Dimensional Boolean Association Rules From Transaction Databases, Multilevel Association Rules from transaction databases – Multi dimension Association Rules from Relational Database and Data Warehouses.

Unit-4:Classification and Prediction: Introduction – Issues – Decision Tree Induction – Bayesian Classification – Classification of Back Propagation. Classification based on Concepts from Association Rule Mining – Other Methods. Prediction – Introduction – Classifier Accuracy.

Unit-5: Cluster Analysis: Introduction – Types of Data in Cluster Analysis, Petitioning Methods – Hierarchical Methods Density Based Methods – GRID Based Method – Model based Clustering Method.

1. Recommended Texts

i.J.Han and M. Kamber, 2001, Data Mining Concepts and Techniques, Harcourt India Pvt. Ltd - New Delhi.

2. Reference Books

i. K.P. Soman ,ShyamDiwakar, V.Ajay ,2006, Insight into Data Mining Theory and Practice, Prentice Hall of India Pvt. Ltd - New Delhi.

- 3. Website, E-learning resources
- i http:// www.academicpress.com
 - ii. http://www.mkp.com

TEACHING AID

- Black board
- Power point presentations
- ICT
- Previous year question papers TO ST



LESSON PLAN

DATA MINING – III BSC CS (6 hrs per week)

DATE	# HRS	UNIT	TOPIC	
Jan 6 th to 13 th	3	1	Introduction: Data mining – Functionalities – Classification	
	3	Offline	Assignment : Introduction to data mining , Functions of Data Mining	
Jan 19 th to 23 rd	3	1	Introduction to Data Warehousing – Data Preprocessing : Preprocessing the Data	
	3	Offline	Assignment : Data Warehousing, Data preprocessing.	
Jan 27 th to 30 th	3	1	Data cleaning – Data Integration and Transformation – Data Reduction	
	1 3	Offline	Assignment : Data Integration and Transformation	
Feb 1 st to 6 th		2	Data Mining, Primitives, Languages and System Architecture: Data Mining – Primitives – Data Mining Query Language Architectures of Data mining Systems.	
	3	Offline	Assignment : Data Mining Architecture, Data mining query Language	
Feb 8 th o 13 th Jan	3	2	Concept Description, Characterization and Comparison: Concept Description, Data Generalization and Summarization, Analytical Characterization, Mining Class Comparison – Statistical Measures.	
	3-0	Offline	Assignment : Data Generalization, Statistical Measures.	
15 th Feb to 20 th Feb	3	3	Mining Association Rules: Basics Concepts – Single Dimensional Boolean Association Rules From Transaction Databases	
	3	Offline	Seminar : Mining Association rules, Single Dimensional Boolean Association Rules .	
21 st Feb to 28 th	3	3	Multilevel Association Rules from transaction databases, Multi dimension Association Rules from Relational Database and Data Warehouses	
	3	Offline	Seminar : Multi level Association Rules, Classification	
1 st Mar to 6 th	3	3	Classification of Back Propagation. Classification based on Concepts from Association Rule Mining – Other Methods.	



NAAC – AQAR 1.1 Curricular Planning and Implementation

	3	Offline	Assignment : Prediction, Classification of Back Propagation	
9 th Mar to 13 th	3	4	Prediction – Introduction – Classifier Accuracy, Cluster Analysis: Introduction – Types of Data in Cluster Analysis, Petitioning Methods.	
	3	Offline	Seminar : Classification based on Concepts from Association Rule Mining, Pediction	
15 th Mar to 20 th	3	4	4 Hierarchical Methods Density Based Methods.	
	3	Offline	Seminar : Classifier Accuracy, Cluster Analysis	
22 nd Mar to 31 st	3	4	GRID Based Method – Model based Clustering Method.	
	3	Offline	Seminar : Petitioning Methods,	





DEPARTMENT OF MANAGEMENT

PATRICIAN COLLEGE OF ARTS AND SCIENCE

DEPARTMENT OF BUSINESS ADMINISTRATION-LESSON PLAN

Sub Name: BUSINESS COMMUNICATION Sub Handled By: Dr.A.RAJA

	NO.OF		METHODOLOGY	TEACHING AIDS
UNITS	HOURS	TOPICS TO BE COVERED	OF TEACHING	REQUIRED
		The concept of Business		
UNIT-1	55 MINS	Communication	Lecture and Discussion	A
	7	An introduction to Business		
	55 MINS	communication	Lecture and Discussion	
				0
		Meaning of Communication,		Q
		Difference between sender		I
	55 MIN <mark>S</mark>	and receiver	Lecture and Discussion	
	L'A	Nature of Business		IENC
	E	communication, Scope of Business communication,		
		Different types of Business		\mathcal{Q}
	55 MINS	letters	Lecture and Discussion	E
	55 11110			
	55 MINS	Meaning of Business letter	Lecture and Discussion	Case study - without ICT
	тс	Definition of Business Letter	IO FIND	
	55 MINS	and Types	Lecture and Discussion	
		IO STR	VE	
	55 MINS	Basic Principles in Drafting	Lecture and Discussion	
		Principles of effective writing	Lacture and Discussion	
	55 MINS	Principles of effective writing	Lecture and Discussion	
	55 MINS	Drating a Business Letter		Case study - without ICT
		Appearance of Good Business		
	55 MINS	Letter	Lecture and Discussion	
	-			
	55 MINS	Layouts of letters		



	•		P	
	55 MINS	Different styles of business letter	Macro Environment- Assignment	
	55 MINS	Assignment on Drafting a business letter	Discussion- Question Session	
	55 MINS	UNIT-1-Revision	Question-Answer session	
	55 MINS	UNIT-1-Revision	Previous year question paper Discussion	
	55 MINS	CLASS TEST -UNIT 1	MARKS OUT OF 25	
UNIT-2	55 MINS	Types of Business Letters-	Lecture and Discussion	
	55 MINS	The role of Business letters in Organisation	T.	Case study - without ICT
	55 MINS	Letters of Enquiry	Lecture and Discussion	02
	55 MINS	Drafting Enquiry Letters	Lecture and Discussion	CI
	55 MINS	Offers and orders	Lecture and Discussion	EZ
	55 MINS	Cancellation of letters	Lecture and Discussion	CE
	Ĝ	Meaning of quotations, Explaining the various aspects		The students are asked to prepare a quotation for renowating the
	55 MINS	of quotations	Lecture and Discussion	library-ppt presentation
	55 MINS	Complaints and settlement TR	Lecture and Discussion	
	55 MINS	UNIT-2-Revision	Question-Answer session	
	55 MINS	UNIT-2-Revision	Previous year question paper Discussion	
	55 MINS	CLASS TEST -UNIT 2	MARKS OUT OF 25	



		Meaning of Circular,		
UNIT-3	55 MINS	Definitions	Lecture and Discussion	
	55 MINS	Status Enquries	Lecture and Discussion	
	55 MINS	Status Enquries	Lecture and Discussion	
	55 MINS	Collection letters	Group Discussion	
			•	
	55 MINS	Collection letters	Lecture and Discussion	
		R.G.E. UI	ARA	
	55 MINS	Application for a situation	Lecture and Discussion	
	55 1011105			
		Writing a Application for a job	Assignment	X
	55 MINS	Writing a Application for a job	Assignment	
	55 MINS	Letter of Recommendation	Lecture and Discussion	10
	5	Draftinga recommendation		Q
	55 MINS	letter	Activity	
	R			
	55 MINS	Reference Letters	Lecture and Discussion	2
				Q
	55 MINS	Reference Letters	Lecture and Discussion	E
			Question-Answer	
	55 MINS	UNIT-3-Revision	session	
		CEFK	Previous year question	
	55 MINS	UNIT-3-Revision	paper Discussion	
		TO STR	VE	
	55 MINS	CLASS TEST -UNIT 3	MARKS OUT OF 25	
UNIT-4	55 MINS	Correspondance	Lecture and Discussion	
		Difference between		
		communication and		
	55 MINS	correspondance	Lecture and Discussion	



1.1 Curricular Planning and Implementation

1 .1.1 Effective Curriculum Delivery 2020-2021

	55 MINS	Correspondence with share letters	Lecture and Discussion	
	55 101113	Appearance and layout of		
	55 MINS	letters	Lecture and Discussion	
	55 MINS	Correspondence with Debenture holders	Lecture and Discussion	
	55 MINS	Correspondance with respect to FD	Lecture and Discussion	Case study - without ICT
	55 IVIIINS			Case study - without ici
	55 MINS	Government orders, Orders for different department	Lecture and Discussion	
		EGEOI	ART	
	55 MINS	Govt. Dept- Statutory Bodies	Lecture and Discussion	
		Correspondance with office	A.	λ.
	55 MINS	staff	Discussion session	
	55 MINS	Correspondance with customers	Discussion session	τΩ
	55 MINS	Public letters	Lecture and Discussion	C
	55 MINS	Correspondance with Directors		Seminar by students using PPT
	55 MINS	UNIT-4-Revision	Question-Answer session	CA
	55 101115		Previous year question	
	55 MINS	UNIT-4-Revision	paper Discussion	
	55 MINS	CLASS TEST -UNIT 4	TO FIND MARKS OUT OF 25	
		TO STR	VE	
unit-5	55 MINS	Meaning and definition of report	lecture and discussion	
	55 MINS	Need for Report wriring	lecture and discussion	
	55 MINS	Format of report writing	Assignment	
	55 MINS	Content of report writing	lecture and discussion	



55 MINS Report style lecture and discussion 55 MINS Language used in report writing lecture and discussion 55 MINS Report by Individulas lecture and discussion 55 MINS Report by committes lecture and discussion 55 MINS Report by committes lecture and discussion 55 MINS Report on Meeting lecture and discussion	
55 MINS Language used in report writing lecture and discussion 55 MINS Report by Individulas lecture and discussion 55 MINS Report by committes lecture and discussion	
55 MINS writing lecture and discussion 55 MINS Report by Individulas lecture and discussion 55 MINS Report by committes lecture and discussion	
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55 MINS Report by committes lecture and discussion	
55 MINS Report by committes lecture and discussion	
55 MINS Report on Meeting lecture and discussion	
55 MINS Report on Meeting lecture and discussion	
RUL 4R	endments in
55 MINS Speeches writing lecture and discussion Policies -Dis	
Role of computers in business 55 MINS correspondance	
Emails in business	
55 MINS correspondance lecture and discussion	
Question-Answer	
55 MINS UNIT-5-Revision session	
Previous year question	
55 MINS UNIT-5-Revision paper Discussion	
55 MINS CLASS TEST -UNIT 5 MARKS OUT OF 25	
CIA FK MARKS OUT OF 75	
2ND	
WEEK OF TO STR MARKS OUT OF 75	
CIA MARKS OUT OF 75	
CIA MARKS OUT OF 75	
CIA MARKS OUT OF 75	
Question-Answer	
55 MINS Revision session	



1.1 Curricular Planning and Implementation

55 MINS	Revision	Previous year question paper Discussion	
55 MINS	Revision	Question-Answer session	
55 MINS	Revision	Previous year question paper Discussion	
55 MINS	Revision	Question-Answer session	
55 MINS	Revision	Previous year question paper Discussion	
	LEGEUI	ARTS	
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PATRICIAN COLLEGE OF ARTS & SCIENCE- lesson plan 2019				
Dept : BUSINESS ADMINISTRATION		Class: 1 BBA		
H		HANDLED:Dr.B.Sasikala		
Subject Name :	INTERNATIONAL TRADE	Subject Code : MAM2B		
Ci		TEACHING		
HOURS	ТОРІС	METHODOLOGY		
	Unit 1			
	Difference between Internal and International	5		
3	trade TO FINID	LECTURE		
1 TO 54	Nature of International business.	LECTURE		
1	Scopeof International business.	LECTURE		
2	Theories of International business.	LECTURE		
1	Stages in Internationalization	LECTURE		
2	Features of MNC.	LECTURE		
	Importance of International Trade in the Global			
3	Context	LECTURE		
2	Advantages and Limitations of MNCs.	LECTURE		
2	Distinction among IC, MNC, CG and TNC	LECTURE		
2	Revision & Unit Test			
	Unit 2			
1	Nature of International Business Environment	LECTURE		
1	Demographical Environment	LECTURE		



1.1 Curricular Planning and Implementation

2	Global Environment	LECTURE
2	Economic Environment	LECTURE
1	Legal Environment	LECTURE
2	Cultural Environment	LECTURE
2	Theories of Foreign Trade	LECTURE
1	Absolute, Comparative, Equal cost differences	LECTURE
2	Adam Smith, Ricardo, Haberler's, Hecksher – Ohlin theories only)	LECTURE
2	Revision & Unit Test	
	Unit 3	
2	Balance of Trade	LECTURE
2	Balance of Payment Concepts	LECTURE
2	causes of disequilibrium	LECTURE
2	Fixed and floating exchange rates	LECTURE
2	Revision & Unit Test	X
	Unit - 4	
2	International Monetary system	LECTURE
2	IMF	LECTURE
٤)	International Liquidity	LECTURE
B	IBRD	L <mark>E</mark> CTURE
2	Revision & Unit Test	
H	Unit - 5	
2	wто	LECTURE
1	Nature	LECTURE
1	Features of WTO.	LECTURE
1	Scope	LECTURE
3	Approaches TO Final	LECTURE
2 TO SEL	Revision & Unit Test	
90		

PATRICIAN COLLEGE OF ARTS AND SCIENCE DEPARTMENT OFMANAGEMENT- LESSON PLAN(I BBABATCH 2020-2023) EVEN SEMESTER SUB NAME: MANAGEMENT ACCOUNTING SUB HANDLED: Dr.S.VIJAYA KUMARI



				TEACHING
	NO.OF	TODICS TO BE	METHODOLOGY OF	AIDS
UNITS	HOURS	COVERED	TEACHING	REQUIRED
UNIT-1	55 MINS	Management accounting	Lecture and Discussion	
		meaning, nature, scope		Board and Chalk
	55 MINS	and functions	Lecture and Discussion	method
	55 MINS	need, importance and	Lecture and Discussion	Board and Chalk
	33 WIINS	limitation	Lecture and Discussion	method Board and Chalk
	55 MINS	management accounting vs cost accounting	Lecture and Discussion	method
	55 1111 (5			Board and Chalk
	55 MINS	management accounting vs financial accounting	Lecture and Discussion	method
		need, importance and	FIN	Board and Chalk
	56 MINS	limitation	Lecture and Discussion	method
	~	management accounting		Board and Chalk
	57 MINS	vs cost accounting	Lecture and Discussion	method
	6	Analysis and interpretaion		Board and Chalk
UNIT-2	55 MINS	of financial statemetn	Lecture and Discussion	method
		nature, objectives,		Board and Chalk
	55 MINS	essentials and tools	Lecture and Discussion	method
	55 MINS	methods	Lecture and Discussion	Board and Chalk method
	JJ WIINS		Lecture and Discussion	Board and Chalk
	55 MINS	comparative statement, commonsize statement	Lecture and Discussion	method
				Board and Chalk
UNIT-3	55 MINS	Trend analysis	Lecture and Discussion	method
	5			Board and Chalk
	55 MINS	Ratio analysis	Lecture and Discussion	method
	P			7 Board and Chalk
	55 MIN <mark>S</mark>	Career stage model	Lecture and Discussion	method
				Board and Chalk
	55 MINS	interpretatidn	Lecture and Discussion	method
UNIT-4	EE MINISE		IO FIND	Board and Chalk
UNIT-4	55 MINS	benefits and limitations	Lecture and Discussion	method Board and Chalk
	55 MINS	classification of ratios- liquidity	RIVE Lecture and Discussion	method
	55 WII (5	inquiaity		Board and Chalk
	55 MINS	profitability, turnover	Lecture and Discussion	method
		capital structure and		Board and Chalk
	55 MINS	leverage	Lecture and Discussion	method
		capital structure and		Board and Chalk
	55 MINS	leverage	Lecture and Discussion	method
			· · · ·	Board and Chalk
UNIT-5	55 MINS	investment decisions	Lecture and Discussion	method
				Board and Chalk
	55 MINS	cost of capital	Question-Answer session	method
	55 MINS	average water of waterware	MARKS OUT OF 25	Board and Chalk
	SO IVITINO	average rate of returns	MARKS OUT OF 23	method



				Board and Chalk
	55 MINS	payback period	Lecture and Discussion	method
		net present value, internal		
		rate of returns, capital		Board and Chalk
	55 MINS	rationing	Lecture and Discussion	method
				Board and Chalk
	55 MINS	average rate of returns	Lecture and Discussion	method
	55 MING		Lecture and Discussion	Board and Chalk
	55 MINS	payback period net present value, internal	Lecture and Discussion	method
		rate of returns, capital		Board and Chalk
	55 MINS	rationing	Lecture and Discussion	method
	Revision & Unit			
2	Test			
	Unit - 4	GGE U	r A P	
	International	L	1 / a	
	Monetary		-0	
2	system	LECTURE		
2	IMF	LECTURE	The second se	
	International			
2	Liquidity	LECTURE		
3	IBRD	LECTURE	D	2
	Revision & Unit			2
2	Test			
	Unit - 5			Ð
2	WTO	LECTURE		Z
1	Nature	LECTURE		
	Features of			4
1	WTO.	LECTURE		/
1	Scope	LECTURE		
3	Approaches	LECTURE		
2	Revision & Unit Test	K	TO FIND	
90	TOTAL HOURS	TO ST	RIVE	
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PATRICIAN COLLEGE OF ARTS AND SCIENCE-LESSON PLAN Sub Name: BUSINESS REGULATORY FRAME WORK Sub Handled By: Mrs.G.Mahalakshmi

	VIUITUIUKS			
	NO.OF	TOPICS TO BE	METHODOLOGY OF	TEACHING AIDS
UNITS	HOURS	COVERED	TEACHING	REQUIRED
		The concept of Business		
UNIT-1	55 MINS	Law	Lecture and Discussion	
		An introduction to Business		
	55 MINS	Law CF OF	Lecture and Discussion	
		Meaning of business,	282	
	55 MINS	Contract	Lecture and Discussion	
	55 MINS	Essential Elements of valid contract	Lecture and Discussion	
				Case study - without
	55 MINS	Different types of contract	Lecture and Discussion	ICT
	55 MINS	Wagering Contract	Lecture and Discussion	
	55 MINS	Contract o Indemnity	Lecture and Discussion	12
	55 MINS	Bailment, Pledge	Lecture and Discussion	2
	55 MI <mark>NS</mark>	Creation of Agency	Lecture and Discussion	
	55 MI <mark>NS</mark>	Different types of Agents	Lecture and Discussion	
	55 MIN <mark>S</mark>	Rights of Agents, Principal		
		Different types of Contracts	Essential Elements of Valid	2
	55 MINS	- an over view	Contract	7
				Sale of Goods Act -
	55 MINS	Sale of Goods Act Assignment on Sale of	Discussion Question	PPT
	55 MINS	Goods Act	Discussion- Question	1-
	55 MINS	UNIT-1-Revision	Question-Answer session	
			Previous year question	
	55 MINS	UNIT-1-Revision	paper Discussion	
	55 MINS	CLASS TEST -UNIT 1	MARKS OUT OF 25	
<u> </u>		Introduction to Companies		
UNIT-2	55 MINS	Act	Lecture and Discussion	
				Case study - without
	55 MINS	Classification of Companies	Lecture and Discussion	ICT
		Classification on the basis		
	55 MINS	of control and ownership	Lecture and Discussion	
	55 MINS	Formation of a Company	Lecture and Discussion	
		Memorandum of		
		Association, Meaning,	Group Discussion among	
	55 MINS	concepts and purpose	students	



	1		1	
		Articles of Association,		
	55 MINS	Nature and Content	Lecture and Discussion	
	55 MINS	Relationship between Memorandum and Articles	Lecture and Discussion	
	SS IVIIINS			
		Directors of a Company Powers, Duties and		
	55 MINS	Liabilities	Lecture and Discussion	
	55 MINS			
	SS IVIIINS	UNIT-2-Revision	Question-Answer session Previous year question	
	55 MINS	UNIT-2-Revision	paper Discussion	
	55 MINS	CLASS TEST -UNIT 2	MARKS OUT OF 25	
	22 1011102	CLASS TEST -ONIT 2	WARKS OUT OF 25	
		CE OI		
UNIT-3	55 MINS	FEMA - Intoduction	Lecture and Discussion	
		Foreign Exchange	S	
	55 MINS	Management Act 1999	Lecture and Discussion	
	55 MINS	Objectives and Scope of FEMA	Lecture and Discussion	
		Important Definitions and	Lecture and Discussion	
	55 MINS	Concepts of FEMA	Group Discussion	
		Regulation and		D
	H	Management of Foreign		
	55 MI <mark>NS</mark>	Exchange	Lecture and Discussion	
	55 MI <mark>NS</mark>	Authorised Person	Lecture and Discussion	
	PA	Contravention and		
	55 MIN <mark>S</mark>	Penalties	Lecture and Discussion	
	55 MIN <mark>S</mark>	Appeal	Activity	Different Cases
	55 MINS	FERA	Activity	FERA and Politics
	55 MINS	FEMA and FERA	Lecture and Discussion	
	55 MINS	New Cases	Lecture and Discussion	
	55 MINS	Social Responsibility	Activity TO FINIS	
	55 MINS	UNIT-3-Revision	Question-Answer session	
			Previous year question	
	55 MINS	UNIT-3-Revision	paper Discussion	
	55 MINS	CLASS TEST -UNIT 3	MARKS OUT OF 25	
-				
		Consumer Protection -		
UNIT-4	55 MINS	Introduction	Lecture and Discussion	
		Consumer Protection Act,		
	55 MINS	1986		
		Objectives of consumer		
	55 MINS	protection act	Assignment	
	55 MINS	Important Definitions		
		Consumer Protection		
	55 MINS	Council	Lecture and Discussion	



[I			
		Consumer Disputes	Lecture with reference to	Case study - without
	55 MINS	Redressal Agencies	Indian condition	ICT
	55 MINS	Procedure on Admission of Complaint		Seminar-PPT
	55 1011105	Power of Redressal	Impact of it on Indian	
	55 MINS	Agencies	condition	
	55 MINS	Appointment of Chairman	Discussion session	
	55 MINS	Jurisdiction	Discussion session	
	55 MINS	Power and Procedure		
	55 1011105			Seminar by students
	55 MINS	Enforcement of orders		using PPT
	55 MINS	UNIT-4-Revision 🕋 🛛 🚺	Question-Answer session	
		AGE UI	Previous year question	
	55 MINS	UNIT-4-Revision	paper Discussion	
	55 MINS	CLASS TEST -UNIT 4	MARKS OUT OF 25	
	Ċ		Y.	
	7	Industries Development		
unit-5	55 MINS	and Regulation Act	lecture and discussion	
	55 MINS	IDRA 1951	lecture and discussion	0
	55 MIN <mark>S</mark>	Objectives and Scope	Assignment	0
	55 MI <mark>NS</mark>	Central Advisory Council	lecture and discussion	
	L J	Regulation of Scheduled		
	55 MI <mark>NS</mark>	Industries	lecture and discussion	
	E	Control of Industrial		
	55 MINS	undertakings	lecture and discussion	2
	55 MINS	Cyber Law	lecture and discussion	7
		The Information		
	55 MINS	Technology Act 2000	lecture and discussion	
	55 MINS	Scope of the Act	lecture and discussion	1
	55 MINS	Digital Signature	lecture and discussion	
	55 MINS	Electronic Governance	lecture and discussion	
		The Cyber Pequilations	lecture and discussion	Recent amendments
	55 MINS	The Cyber Regulations		in Policies -Discussion
	55 MINS	UNIT-5-Revision	Question-Answer session	
	55 MINS	UNIT-5-Revision	Previous year question paper Discussion	
	55 MINS	CLASS TEST -UNIT 5	MARKS OUT OF 25	
2ND WEEK		CIA	MARKS OUT OF 75	
OF FEB		CIA	MARKS OUT OF 75	
		CIA	MARKS OUT OF 75	
		CIA	MARKS OUT OF 75	
		CIA	MARKS OUT OF 75	



1.1 Curricular Planning and Implementation

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55 MINS	Revision	Question-Answer session
55 MINS	Revision	Previous year question paper Discussion
55 MINS	Revision	Question-Answer session
55 MINS	Revision	Previous year question paper Discussion
55 MINS	Revision	Question-Answer session
55 MINS	Revision	Previous year question paper Discussion



PATRICIAN COLLEGE OF ARTS AND SCIENCE

DEPARTMENT OF MANAGEMENT- LESSON PLAN

Sub N	Sub Name: SERVICES MARKETING Sub Handled By: Mrs.J.Dharshana					
				TEACHING		
	NO.OF		METHODOLOGY OF	AIDS		
UNITS	HOURS	TOPICS TO BE COVERED	TEACHING	REQUIRED		
	PI	Introduction & Growth of Service	E			
UNIT-1	55 MINS	Sector	Lecture and Discussion			
			9	Powerpoint		
	55 MINS	Concept of Service	Lecture and Discussion	Presentation		
		135		Powerpoint		
	55 MINS	Characteristics of Service STRIV	Lecture and Discussion	Presentation		
				Powerpoint		
	55 MINS	Designing of the Service	Lecture and Discussion	Presentation		
	55 MINS	Bluprinting using technology	Lecture and Discussion	Case Study		
				Powerpoint		
	55 MINS	Developing Human Resources	Lecture and Discussion	Presentation		
	55 MINS	Building Service Aspirations				



	55 MINS	UNIT-1-Revision	Question-Answer session	
	22 1011102		Question-Answer session	
	55 MINS	CLASS TEST -UNIT 1	MARKS OUT OF 25	
LINIT-2	55 MINS	Marketing Mix in Services Marketing	Lecture and Discussion	
	55 111115			
	55 MINS	The seven Ps	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Product Decision & Pricing Strategies	Lecture and Discussion	Case Study
	55 MINS	Promotion & Distribution methods for Services	Lecture and Discussion	Case Study
	55 MINS	Additional Dimensions in Services Marketing	Lecture and Discussion	Powerpoint Presentation
	55 MINS	People,Process & Physical Evidence	Lecture and Discussion	Case Study
	55 MINS	UNIT-2-Revision	Question-Answer session	-
	55 MINS	CLASS TEST -UNIT 2	MARKS OUT OF 25	
UNIT-3	55 MINS TO	Effective Management of Services Marketing	TO FIND Lecture and Discussion	Powerpoint Presentation
	55 MINS	Marketing demand and Supply W through capacity planning & Segmentation	E Lecture and Discussion	Powerpoint Presentation
	55 MINS	Internal Marketing of Services	Lecture and Discussion	Powerpoint Presentation
	55 MINS	External vs Internal Marketing of Services	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Orientation of Service Strategy	Lecture and Discussion	Powerpoint Presentation
	55 MINS	UNIT-3-Revision	Question-Answer session	



	55 MINS	CLASS TEST -UNIT 3	MARKS OUT OF 25	
UNIT-4	55 MINS	Delivering Quality Service	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Causes of Service quality gaps	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Customer Expectation vs Perceived service gap	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Factors & Techniques to resolve this gap	Lecture and Discussion	Powerpoint Presentation
	55 MINS	Customer Relationship Management	Lecture and Discussion	Case Study
	55 MINS	Gaps in Services- Quality standards, factors & Solutions	Lecture and Discussion	Powerpoint Presentation
		Service Performance gap - key factors and Strategies for closing the gap	Lecture and Discussion	Case Study
	55 MINS	External Communication to Customers - promise vs delivery gap	Lecture and Discussion	1
	55 MINS	developing appropriate and effective communication about Service Quality	Lecture and Discussion	Case Study
	55 MINS	UNIT-4-Revision	Question-Answer session	
	55 MINS	CLASS TEST -UNIT 4 TO STRIV	MARKS OUT OF 25	
UNIT-5	55 MINS	Marketing of Financial Services	Lecture and Discussion	Case Study
	55 MINS	Marketing of Health Services	Lecture and Discussion	Case Study
	55 MINS	Marketing of Hospitality Services - travel,hotels and tourism	Lecture and Discussion	Case Study



1.1 Curricular Planning and Implementation

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		Marketing of Professional Services	Lecture and Discussion	Case Study
		Marketing of Public Utility		
	55 MINS	Services	Lecture and Discussion	Case Study
	55 MINS	Marketing of Educational Services	Lecture and Discussion	Case Study
	55 MINS	UNIT-5-Revision	Question-Answer session	
	55 MINS	CLASS TEST -UNIT 5	MARKS OUT OF 25	
		LEGEOF	ARTS	

PATRICIAN COLLEGE OF ARTS AND SCIENCE DEPARTMENT OF MANAGEMENT SUBJECT HANDLED:Mr.Daniel

Chalke

CLASS: III BBA

1

CUSTOMER RELATIONSHIP MANAGEMENT

S.NO	DURATION	TOPICS	METHODOLOGY OF TEACHING
1	55 MINS	UNIT-I: Definition of Communication	Lecture and Discussion
2	55 MINS	Introduction to Communication RIVE	Lecture and Discussion
3	55 MINS	Need of Communication	Lecture and Discussion
4	55 MINS	Mode of communication	Lecture and Discussion
5	55 MINS	Barriers of Communication	Lecture and Discussion
6	55 MINS	channels of communication	Lecture and Discussion
7	55 MINS	Oral communication	Lecture and Discussion
8	55 MINS	Written communication	Lecture and Discussion
9	55 MINS	Listening skills	Lecture and Discussion
10	55 MINS	Inter personal and Intra personal communication	Question-Answer session
11	55 MINS	UNIT: II Introduction	Lecture and Discussion
12	55 MINS	Concept of CRM	Lecture and Discussion



19	55 MINS	Approaches of CRM	Lecture and Discussion
20	55 MINS	CR in competitive environment	Lecture and Discussion
21	55 MINS	Public relations in CRM	Lecture and Discussion
22	55 MINS	Image building	Lecture and Discussion
23	55 MINS	competitive advantage of image building	Lecture and Discussion
24	55 MINS	Unit-3-Introduction	Lecture and Discussion
25	55 MINS	Banker - customer relationship	Lecture and Discussion
26	55 MINS	Retaining and enlarging customer base	Lecture and Discussion
27	55 MINS	customer services	Lecture and Discussion
28	55 MINS	Types and features of customer services	Lecture and Discussion
29	55 MINS	Quality circle $CEOFA$	Lecture and Discussion
30	55 MINS	Features and its types	Lecture and Discussion
21	55 MINS	UNIT IV: Introduction	
31	55 IVIIINS		Lecture and Discussion
	55 MINS	Nature and types of customer	Lecture and Discussion Lecture and Discussion
32			
32 33	55 MINS	Nature and types of customer	Lecture and Discussion
32 33 34	55 MINS 55 MINS	Nature and types of customer complaint redressal methods	Lecture and Discussion Lecture and Discussion
32 33 34 35	55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report	Lecture and Discussion Lecture and Discussion Lecture and Discussion
32 33 34 35 36	55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee	Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion
32 33 34 35 36 37	55 MINS 55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee Copra Forum, - ombudsman	Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion
32 33 34 35 36 37 38	55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee Copra Forum, - ombudsman UNIT V: Market Segment	Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion
32 33 34 35 36 37 38 39	55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee Copra Forum, - ombudsman UNIT V: Market Segment Customer Data Base	Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion Lecture and Discussion
32 33 34 35 36 37 38 39 40	55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee Copra Forum, - ombudsman UNIT V: Market Segment Customer Data Base Market Research	Lecture and Discussion Lecture and Discussion
32 33 34 35 36 37 38 39 40 41	55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS 55 MINS	Nature and types of customer complaint redressal methods Talwar and Goiporia committee report customer service committee Copra Forum, - ombudsman UNIT V: Market Segment Customer Data Base Market Research Review and Evaluation of Customer Satisfaction.	Lecture and Discussion Lecture and Discussion



LLEGE OF ARTS

PATRICIAN COLLEGE OF ARTS AND SCIENCE

DEPARTMENT OF SOCIAL WORK

LESSON PLAN - ACADEMIC YEAR 2020-2021

ODD SEMESTER

INDEX

		OUD IDOT		B LCE
<u>S.NO</u>	SUBJECT NAME	SUBJECT CODE	CLASS	PAGE NO.
1	SOCIOLOGY FOR SOCIAL WORK	BHB1A	BSW1	
2	SOCIAL WORK PROFESSION- HISTORY AND PHILOSOPHY	BHAIA	BSW I	
3	HUMAN BEHAVIOUR	BHB3A	BSW II	
4	SOCIAL WORK PRACTICE WITH GROUPS	BHA3A	BSW II	
5	GENERALIST PRACTICE OF SOCIAL WORK	BHA5B	BSW III	
6	HUMAN RIGHTS & SOCIAL JUSTICE	BHE5B	BSW III	
7	SOCIAL WORK RESEARCH & STATISTICS	BHA5C	BSW III	
8	SOCIAL WELFARE ADMINISTRATION	BHA5A	BSW III	
9	SOCIAL AND PSYCHOLOGICAL FOUNDATIONS FOR SOCIAL WORK	HBWXA	MSW I	
10	SOCIAL WORK PROFESSION - HISTORY AND PHILOSOPHY	HBWIA	MSW I	
п	WORK WITH GROUPS (GROUP WORK)	HBWIC	MSW I	
12	WORK WITH INDIVIDUALS (CASE WORK)	HBW1B	MSW I	
13	HRM / HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT	HBWCB	MSW II	
14	HRM / LABOUR LEGISLATION	HBWCA	MSW II	

1

15	M&P / PSYCHIATRIC SOCIAL WORK	HBWDB	MSW II
16	M&P / MEDICAL SOCIAL WORK	HBWDA	MSW II
17	CD/URBAN COMMUNITY DEVELOPMENT	HBWBB	MSW II
18	CD/RURAL COMMUNITY DEVELOPMENT	HBWBA	MSW II
19	COUNSELING THEORY AND PRACTICE	HBWEC	MSW II
20	MANAGEMENT OF ORGANIZATIONS	HBW3A	MSW II
21	SOCIAL POLICY AND SOCIAL LEGISLATION	HBWEE	MSW II
22	ADVANCED SOCIAL WORK THEORY AND PRACTICE	MPSW5A	M.PHIL
23	ADVANCED SOCIAL WORK RESEARCH METHODOLOGY AND STATISTICS	MPSW5B	M.PHIL
24	SOCIAL WORK PEDAGOGY AND ACADEMIC SCHOLARSHIP	MPSW5C	M.PHIL





1

BSW Semester I 2020 Lesson Plan					
		Allied Paper – I Sociology For	Social Wo	rk	
Fotal To	aching H	ours: 64	Credit: 4		
Suject Handled by: Leanne Maria					
Objectiv	es				
• T	o underst	and Sociology as a discipline and its rel	evance for 5	Social Work	
	o initiate nd dynam	an understanding of basic Sociological ics	concepts ab	out society, its structure	
		he ability among students to analyse the a & Social problems	Indian Soci	ial system, Social	
lesson	Plan:		1		
SLNo	Plan: Unit	Unit Wise Topics	Hours	Reference	
		Sociology as a discipline and its	Hours	Dhanagare, D., N. Indian	
	Unit	Sociology as a discipline and its relevance for Social Work	Hours 3	Dhanagare, D., N. Indian Sociology. Jaipur and New	
	Unit	Sociology as a discipline and its		Dhanagare, D., N. Indian Sociology, Jaipur and New Delhi: Rawat, 1993. Frances, V., Moulder. Social	
	Unit	Sociology as a discipline and its relevance for Social Work Sociology – Introduction and	3	Dhanagare, D., N. Indian Sociology. Jaipur and New Delhi: Rawat, 1993. Frances, V., Moulder. Social	
SLNo	Unit	Sociology as a discipline and its relevance for Social Work Sociology – Introduction and Definition, Relationship between Sociology &		Dhanagare, D., N. Indian Sociology. Jaipur and New Delhi: Rawat, 1993. Frances, V., Moulder. Social Problems of the Modern Worl	

		Organisation, Social Structure, Association.		
SL.No	Unit	Unit Wise Topics	Hours	Reference
I.	п	Individual in Society Socialisation & Social Control - Definition, Agents – Family & Parents, Peers or age mates, Teachers, Literature & Mass Media of Communication, Functions and Importance of socialisation.	6	Mac, Iver R., M. and Page, C., H. Society: A Introductory Analysis. Chennai: Macmillan, 1990. Ram, Ahuja. Social Problems in India. Jaipur and New Delhi:
		Social Control - formal and informal means. Culture: Definition, Two components of culture – Material & Non- material, Cultural lag; Folkways, Mores, Norms. Social Processes – Cooperation, Competition, Conflict, Accommodation and Assimilation	4	Rawat, 1997
SL.No	Unit	Unit Wise Topics	Hours	Reference
1.		Social groups and Social institutions Social Groups: Meaning, Definition, Types, Functions and Characteristics. ClassificationofGroups- PrimaryGroup,SecondaryGroup,ReferenceGroup ,	6	Rao Shankar, C.N. Principles of Sociology New Delhi: S.Chand Sharma, Rajendra, K. Indian society – Institutions and Chang New Delhi: Atlantic, 1997
		Social Institutions: Definition, Meaning and Types - Family, Marriage, Kinship, decent.	6	



1.1 Curricular Planning and Implementation

SL.No	Unit	Unit Wise Topics	Hours	Reference
1.	IV	Social Stratification Definition, Caste, Class and Gender – Changing patterns, Impact of caste on Indian Society	6	Shepard, Jon, M. Sociology. New York: West Publishing Co, 1981. Upadhyaya, Sharma, V., P. Contemporary Indian Society
		Social Mobility, Gender roles & Gender discrimination in India	6	New Delhi: Anmol, 1992.

SLNo	Unit	Unit Wise Topics	Hours	Reference
1.	v	Social Change & Social Movements- Concept of social change, Nature and Characteristics of Social change, an introduction to the factors contributing to Social change – Geographic or the Physical Factors, Biological Factors, Cultural Factors, Technological Factors,	6	Ram, Ahuja. Social Problems in India. Jaipur and New Delhi: Rawat, 1997. Rao Shankar, C.N. Principles of Sociology. New Delhi: S.Chand Sharma, Rajendra, K. Indian
		Social legislation and Social change, Education and Social Change. Social changes in India.	4	society – Institutions and Change. New Delhi: Atlantic, 1997.
		Social Movements - Concepts, Types, Meaning, Factors essential for a social movement, Social reform	4	

Assignments:

1. Collage of Social Movements in India

2. Presentation on Indian Education Policy





1.1 Curricular Planning and Implementation

3. Poster Making on Gender Discrimination

Questions: 2 Marks

- 1. Define Sociology
- 2. What is Social Control?
- 3. Explain Socialization
- 4. What is a Social Reform
- 5. List 5 Social Movements in India

5 Marks

- 1. Differentiate between Social Work & Sociology
- 2. Explain the concept of Socialization
- 3. What are the different types of Groups
- 4. What is the concept of gender discrimination
- 5. What are the factors of Social Change

10 Marks

- 1. explain in detail the concept of Sociology and its relation to Social Work
- 2. What is caste and how does it impact Indian Society
- 3. How does social Change occur?
- 4. Discuss in detail the various Social Institutions.

Kannifl

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Subject Teacher



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