

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI**COURSE PLAN (November 2024 – April 2025)**

Department : B.Voc (BFSI)
Name/s of the Faculty : Ms. Desi Priya V
Course Title : Legal and Regulatory Framework of Banks and NBFCs
Course Code : 23VB/VM/LB26
Shift II

COURSE OUTCOMES (COs)

| COs | Description | | | | | | CL |
|-------------|--|----------------|------------------------|-----------------------|------------|--------------------------------------|---------------------------|
| CO1 | List the fundamental laws and regulations governing the banking and Non-Banking Financial Corporations | | | | | | K1 |
| CO2 | Explain the concept and importance of Money laundering in financial institutions | | | | | | K2 |
| CO3 | Apply relevant legal principles and solve compliance challenges faced by financial institutions | | | | | | K3 |
| CO4 | Analyse the impact of regulatory changes in the operations of banks and non-banking financial corporations | | | | | | K4 |
| CO5 | Compare and contrast the regulatory aspects of banks and non-banking financial companies | | | | | | K5 |
| Week | Unit No. | Content | Cognitive Level | Teaching Hours | COs | Teaching Learning Methodology | Assessment Methods |

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|---|----------|---|-------|---|-----|---|--|
| Nov 18 – 25, 2024 (Day Order 1-6) | 1 | Introduction | K1-K2 | 3 | 1-2 | Lecture and PPT | Quiz |
| | | 1.1 Definition, Objectives of RBI, Brief History of RBI | | | | | |
| | | 1.2 Management and Administration of RBI | K1-K2 | 3 | 1-2 | Lecture and PPT | |
| Nov 26- Dec 3, 2024 (Day Order 1 to 6) | | 1.3 Functions of RBI, Printing of Securities and Minting in India, Issue of Plastic Notes | K1-K5 | 3 | 1-5 | Lecture and PPT - Analyzing authorities enforcing compliance and ensure financial stability | Discussion and Debate on Plastic Money |
| | | 1.4 RBI guidelines for New Bank Licenses, Revised Priority Sectors Lending Norms | K1-K5 | 3 | 1-5 | Lecture and PPT | |
| Dec 4-11, 2024 (Day Order 1 to 6) | 2 | Banking Regulation Act 1949 | K1-K2 | 6 | 1-2 | Lecture and PPT - Examining the impact on structure and function of the banking industry | Q&A session on functions of RBI |
| Dec 12-19, 2024 (Day Order 1 to 6) | | 2.1 Definition of Banking, Functions of Banks | | | | | |
| | | 2.2 Opening of new banks and branch licensing | K1-K3 | 6 | 1-3 | Lecture and PPT | Snap Test |
| Dec 20,2024 (Day Order 1) | | 2.3 Administration and Management of Banks | K1-K5 | 1 | 1-5 | Lecture and PPT | General discussion |
| Jan 3 – 7, 2025 (Day Order 3 to 6) | | Constitution of Board of Directors and their rights, Banks Shareholders and their Rights | K1-K5 | 4 | 1-5 | Lecture and PPT | Oral Test |

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| Jan 8 – 17, 2024 (Day Order 1 to 6) | | 2.4 Cash/Currency Management | K1-K5 | 6 | 1-5 | Lecture and PPT | Word search game on different currencies |
| Jan 18 - 23, 2025 | C.A. Test – I | | | | | | |
| Jan 24 -31, 2025 (Day Order 1 to 6) | 3 | Negotiable Instruments Act 1881 3.1 Definitions and Features of Negotiable Instruments | K1-K5 | 6 | 1-5 | Lecture and PPT | Other Component 1 - Objective Test from Unit 1 & 2 on 29.01.2025 for 15 marks |
| Feb 3-8, 2025 (Day Order 1 to 6) | | 3.2 Types – Cheques, Promissory Note, Bills of Exchange | K1-K5 | 6 | 1-5 | Lecture and PPT - Exercise on various forms used by banks | Form Exercise |
| Feb 10– 18, 2025 (Day Order 1 to 4) | | 3.3 Crossing, Endorsement | K1-K5 | 4 | 1-5 | Lecture and PPT | Form Exercise |
| Feb 19- 26, 2025 (Day Order 1-6) | | 3.4 Statutory Protection, Dishonour of Cheques, Penalties in Case of Dishonour of Cheques | K1-K5 | 6 | 1-5 | Lecture and PPT | Other Component 2 - Recent Banking & NBFC regulation assignment on 19.02.2025 for 15 marks |
| Feb 27- Mar 6, 2025 (Day Order 1 to 6) | 4 | Non-Banking Financial Corporations 4.1 Regulatory Requirements of NBFC in India | K1-K5 | 6 | 1-5 | Lecture and PPT | Other Component 3 - Case study presentation on 27.02.2025 for 25 marks |

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| Mar 7 – 11, 2025 (Day Order 1 to 3) | 4.2 RBI Guidelines for NBFC 4.3 Corporate Governance Norms for NBFC | K1-K5 | 1 2 | 1-5 | Lecture and PPT - Group discussion on NBFCs functioning | Concept Presentation |
| Mar 12 –17, 2025 | C.A. Test – II | | | | | |
| Mar 18 – 20, 2025 (Day 4 to 6) | Money Laundering Act, 2002 5.1 Definition and Impact of Money Laundering Act 5.2 Anti-Money Laundering – Concept and Reasons | K1-K4 K1-K5 | 1 2 | 1-4 1-5 | Lecture and PPT | Group discussion |
| Mar 21 – 28, 2025 (Day Order 1 to 6) | Measures to Deter Money Laundering 5.3 Laundering Legislations and RBI Guidelines 5.4 Case Studies on Money Laundering | K1-K5 K1-K5 | 3 3 | 1-5 1-5 | Lecture and PPT - Case study discussion on money laundering | Group discussion |
| Mar 29- April 2, 2025 (Day Order 1 to 3) | REVISION | | | | | |

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : B.Voc (BFSI)
Name/s of the Faculty : Ms. Monisha Carol M
Course Title : Retail, Corporate, Small and Medium Enterprises Banking
Course Code : 23VB/VM/RC26
Shift : II

COURSE OUTCOMES (COs)

| Cos | Description | CL |
|-----|--|----|
| CO1 | Define the basic concepts and importance of retail banks and corporate banks | K1 |
| CO2 | Explain the sources of finance for small and medium scale enterprise and corporate banks | K2 |
| CO3 | Identify the different retail banking products and how they differ from other traditional banking products | K3 |
| CO4 | Analyse the issues and Challenges faced by Retail and Corporate Banking Institutions | K4 |
| CO5 | Assess the efficiency of services provided by retail and corporate banking | K5 |

| Week | Unit No. | Content | Cognitive Level | Teaching Hours | COs | Teaching Learning Methodology | Assessment Methods |
|--------------------------------------|----------|---|-----------------|----------------|-----|-------------------------------|---------------------|
| Nov 18 – 25, 2024 (Day Order 1-6) | 1 | Introduction to Retail banking | K1-K2 | 3 | 1-2 | Lecture with PPT | Case Study Analysis |
| | | 1.1 Retail Banking – Origin, Meaning, Nature and Importance 1.2 Dimensions of Retail Banking | K1-K3 | 3 | 1-3 | | |

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|---|----------------------|--|----------------|--------|------------|--|---|
| Nov 26- Dec 3, 2024 (Day Order 1 to 6) | 2 | 1.3 Functions and Role of Retail Banking Retail Banking Products and Operations 2.1 Types of Products | K1-K5 K1-K5 | 3 4 | 1-5 1-5 | Lecture with PPT – Designing a new product offering or dealing with regulatory changes | Other Component Test – 1 Objective Test for 20 marks on 3.12.24 |
| Dec 4-11, 2024 (Day Order 1 to 6) | | 2.2 Retail Banking Operations – Bank originated, Customer originated, Transactions originated | K1-K5 | 6 | 1-5 | Lecture with PPT | Memory Game |
| Dec 12-19, 2024 (Day Order 1 to 6) | | 2.3 Importance of Retail Banking in Indian Economy | K1-K4 | 6 | 1-4 | Lecture with PPT – Case Study analysis on Identification and Interpretation of the importance of retail banking in the world | Crossword Puzzle |
| Dec 20, 2024 (Day Order 1) | | 2.3 Importance of Retail Banking in Indian Economy | K1-K4 | 1 | 1-4 | Lecture with PPT | Quiz |
| Jan 3 – 7, 2025 (Day Order 3 to 6) | 3 | Banking Services for Small and Medium Enterprises 3.1 Sources and Modes of SME Finance | K1-K5 | 5 | 1-5 | Lecture with PPT - Role play on Identifying the various sources of pooling the funds | Crossword Puzzle |
| Jan 8 – 17, 2024 (Day Order 1 to 6) | | 3.2 Operational Procedure | K1-K4 | 6 | 1-4 | Lecture with PPT | Quiz |
| Jan 18 - 23, 2025 | C.A. Test – I | | | | | | |

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| Jan 24 -31, 2025 (Day Order 1 to 6) | | 3.3 Recovery of Finance | K1-K5 | 6 | 1-5 | Lecture with PPT – Developing a comprehensive plan for recovery of finance | Case Study Analysis |
| Feb 3-8, 2025 (Day Order 1 to 6) | 4 | 3.3 Recovery of Finance Corporate Banking 4.1 Meaning, Evolution and Importance of Corporate Banking | K1-K5 K1-K5 | 2 4 | 1-5 1-5 | Lecture with PPT | Other Component - 2 Role play on the Sources, Mode and Recovery of SME Finance for 15 marks from 8.2.25 |
| Feb 10– 18, 2025 (Day Order 1 to 4) | | 4.1 Meaning, Evolution and Importance of Corporate Banking 4.2 Services of Corporate Banking – Cash Management, Debt Management, Factoring, Custodial Services, Trade Services, Offshore Services etc | K1-K5 | 3 2 | 1-5 | Lecture with PPT | Memory Game |
| Feb 19- 26, 2025 (Day Order 1-6) | | 4.2 Services of Corporate Banking – Cash Management, Debt Management, Factoring, Custodial Services, Trade Services, Offshore Services etc | K1-K5 | 6 | 1-5 | Lecture with PPT | Quiz |

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| Feb 27- Mar 6, 2025 (Day Order 1 to 6) | | 4.2 Services of Corporate Banking – Cash Management, Debt Management, Factoring, Custodial Services, Trade Services, Offshore Services etc | K1-K5 | 2 | 1-5 | Lecture with PPT | Other Component - 3 Designing a new service for the bank tailored to the banks specific objective for 15 marks on 6.3.25 |
| | | 4.3 Corporate Governance Norms for NBFC | K1-K5 | 4 | 1-5 | | |
| Mar 7 – 11, 2025 (Day Order 1 to 3) | | 4.3 Corporate Governance Norms for NBFC | K1-K5 | 3 | 1-5 | Lecture with PPT – Presentation on Identifying the strategies for effective functioning of the banks | Quiz |
| Mar 12 –17, 2025 | C.A. Test – II | | | | | | |
| Mar 18 – 20, 2025 (Day 4 to 6) | 5 | Recent Developments in Retail and Corporate Banking 5.1 Importance of Institutional Deposits vis-a-vis Retail Deposits | K1-K4 | 3 | 1-4 | Lecture with PPT | Class Discussion and Memory Game |
| Mar 21 - 28, 2025 (Day Order 1 to 6) | | 5.2 Issues and Challenges in Retail and Corporate Banking 5.3 Technological Changes in Retail and Corporate Banking | K1-K2 K1-K3 | 6 | 1-2 1-3 | Lecture with PPT – Identifying the Technical challenges faced by Retail and Corporate banks and providing solutions to it | Class Activity and Discussion |

Mar 29- April 2, 2025
(Day Order 1 to 3)

REVISION

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : B.Voc (BFSI)

Name/s of the Faculty : Ms. Sruthi P

Course Title : Accounting Software

Course Code : 23VB/VA/AS25

Shift : II

COURSE OUTCOMES (COs)

| COs | Description | CL |
|-----|--|----|
| CO1 | Recall the basic functions of tally in accounting | K1 |
| CO2 | Explain the purpose of using Tally in managing financial data. | K2 |
| CO3 | Apply and identify the day-to-day transactions using accounting software | K3 |
| CO4 | Analyse difference in financial data by comparing ledger entries in Tally. | K4 |
| CO5 | Evaluate the accuracy of financial reports generated by Tally and identify potential errors. | K5 |

| Week | Unit No. | Content | Cognitive Level | Teaching Hours | COs | Teaching Learning Methodology | Assessment Methods |
|---|----------|--|-----------------|----------------|-----|---|--------------------|
| Nov 18 – 25, 2024 (Day Order 1-6) | 1 | Introduction 1.1 Basics of Accounting – Concepts, Conventions | K1-K2 | 6 | 1-2 | Lecture with PPT and Poster Making on Computerized Accounting | Oral Test |
| Nov 26- Dec 3, 2024 (Day Order 1 to 6) | 1 | 1.2 Tally – Introduction, Salient Features, Growth and Advantage | K1-K2 | 6 | 1-2 | Lecture with PPT and Poster Making on Computerized Accounting | Snap Test |

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|--|----------------------|--|-------|---|-----|---|--|
| Dec 4-11, 2024 (Day Order 1 to 6) | 1 | 1.3 Challenges associated with Accounting on Computers | K1-K4 | 6 | 1-4 | Lecture with PPT and Poster Making on Computerized Accounting | Other Component 1- Poster Making on Importance to Computerized Accounting for 10 marks on 11.12.2024 |
| Dec 12-19, 2024 (Day Order 1 to 6) | | 1.4 Company Creation | K1-K5 | 6 | 1-5 | Practical | Q & A Session |
| Dec 20, 2024 (Day Order 1) | 2 | Groups and Ledgers 2.1 Pre-defined Groups | K1-K5 | 1 | 1-5 | Practical and Online Quiz | Q & A Session |
| Jan 3 – 7, 2025 (Day Order 3 to 6) | 2 | 2.2 Creation of Groups | K1-K4 | 3 | 1-4 | Practical and Online Quiz | Q & A Session |
| Jan 8 – 17, 2024 (Day Order 1 to 6) | 2 | 2.3 Ledgers – Creation, Editing and Deletion | K1-K5 | 6 | 1-5 | Practical and Online Quiz | Other Component 2 - MCQ from Unit 2 for 25 Marks on 17.01.2025 |
| Jan 18 - 23, 2025 | C.A. Test - I | | | | | | |
| Jan 24 -31, 2025 (Day Order 1 to 6) | 3 | Accounting Vouchers 3.1 Vouchers – Creation 3.2 Types of Vouchers | K1-K5 | 6 | 1-5 | Practical | Oral Test |

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| Feb 3-8, 2025 (Day Order 1 to 6) | 3 | 3.3 Making Entries in Vouchers | K1-K5 | 6 | 1-5 | Practical and Analysis on the effect of vouchers on different voucher entries | Q & A Session |
| Feb 10– 18, 2025 (Day Order 1 to 4) | 4 | Inventory 4.1 Stock Groups and Categories | K1-K5 | 4 | 1-5 | Practical | Q & A Session |
| Feb 19- 26, 2025 (Day Order 1-6) | 4 | 4.1 Stock Groups and Categories – Editing and Deletion | K1-K5 | 2 | 1-5 | Practical | Class Discussion |
| Feb 27- Mar 6, 2025 (Day Order 1 to 6) | 4 | 4.2 Stock Items –Creation, editing and deletion | K1-K5 | 6 | 1-5 | Practical and Analysis on the effect of vouchers on different voucher entries | Class Discussion |
| Mar 7 – 11, 2025 (Day Order 1 to 3) | 4 | 4.3 Voucher Entries for Inventory | K1-K5 | 3 | 1-5 | Practical and Preparation of Financial Reports Stock Analysis using Tally | Q & A Session |
| Mar 12 –17, 2025 | C.A. Test – II | | | | | | |
| Mar 18 – 20, 2025 (Day 4 to 6) | 5 | Financial Reports 5.1 Day Book, Cash Book, Trial Balance | K1-K5 | 2 | 1-5 | Practical and Preparation of Financial Reports Stock Analysis using Tally | Classroom Discussions |
| Mar 21 - 28, 2025 (Day Order 1 to 6) | 5 | 5.2 Profit and Loss Account, Balance Sheet 5.3 Financial Analysis –Ratio Analysis 5.4 Stock Summary | K1-K5 | 6 | 1-5 | Practical | Classroom Discussions and Other Component 3 - Preparation of Financial Reports using Tally for 15 Marks on 21.03.2025 |

Mar 29- April 2, 2025

(Day Order 1 to 3)

REVISION

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : B.Voc (BFSI)
Name/s of the Faculty : Ms.Abirami D.
Course Title : Business Communication
Course Code : 23VB/UE/BC22
Shift : II

COURSE OUTCOMES (COs)

| Cos | Description | CL |
|-----|---|----|
| CO1 | describe the basic communication process and concepts used in business | K1 |
| CO2 | explain the principles of effective communication in a business environment. | K2 |
| CO3 | create a business email or memo to convey a specific message to a colleague or client | K3 |

| Week | Unit No. | Content | Cognitive Level | Teaching Hours | COs | Teaching Learning Methodology | Assessment Methods |
|---|----------|---|-----------------|----------------|-----|-------------------------------|-------------------------------------|
| Nov 18 – 25, 2024 (Day Order 1-6) | 1 | Introduction 1.1 Definition, Process of Communication | K1-K2 | 2 | 1-2 | Lecture with PPT | General Discussion on Communication |
| Nov 26- Dec 3, 2024 (Day Order 1 to 6) | | 1.2 Principles for Effective Business Communication | K1-K2 | 2 | 1-2 | Lecture with PPT | Quiz on types of Communication |
| Dec 4-11, 2024 (Day Order 1 to 6) | | 1.3 Barrier to Communication | K1-K3 | 2 | 1-3 | Lecture with PPT | Oral Test |

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| Dec 12-19, 2024 (Day Order 1 to 6) | | 1.4 Informal Communication | K1-K3 | 2 | 1-3 | Lecture with PPT and Problem Resolving a Miscommunication Between Teams | Recap of Unit 1 |
| Dec 20, 2024 (Day Order 1) | 2 | Business Correspondence 2.1 Business Letters | K1-K2 | 1 | 1-2 | Lecture with PPT | Discussion on Correspondence in business |
| Jan 3 – 7, 2025 (Day Order 3 to 6) | | Types of Business Letters | K1-K2 | 1 | 1-2 | Lecture with PPT | Letter writing competition |
| Jan 8 – 17, 2024 (Day Order 1 to 6) | | 2.2 Business Documentation: Inter Office Memos | K1-K3 | 2 | 1-3 | Lecture with PPT | Recap of the session |
| Jan 18 - 23, 2025 | C.A. Test – I | | | | | | |
| Jan 24 -31, 2025 (Day Order 1 to 6) | | Notices, Orders | K1-K3 | 2 | 1-3 | Lecture with PPT | Group Discussions on memos |
| Feb 3-8, 2025 (Day Order 1 to 6) | | Minutes of Meetings | K1-K3 | 2 | 1-3 | Lecture with PPT and Writing Workshops on different business documents | Drafting of minutes for a meeting |
| Feb 10– 18, 2025 (Day Order 1 to 4) | | 2.3 Email Etiquettes | K1-K3 | 2 | 1-3 | Lecture with PPT | Proof reading of samples of draft emails |
| Feb 19- 26, 2025 (Day Order 1-6) | 3 | Public Speaking and Customer Communications | K1-K3 | 2 | 1-3 | Lecture with PPT | Other Component 1- Role-play on workplace communication scenarios for 25 marks on 25.02.2025 |

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| Feb 27- Mar 6, 2025 (Day Order 1 to 6) | | 3.1 Technical Aspects in the Verbal Speaking | K1-K3 | 2 | 1-3 | Lecture with PPT | Discussion on developing effective verbal speaking |
| Mar 7 – 11, 2025 (Day Order 1 to 3) | | Non-Verbal Aspects in Public Speaking | K1-K3 | 1 | 1-3 | Lecture with PPT and Video presentation on Importance of Verbal and Non-verbal communication | Word Scramble game on Communication |
| Mar 12 –17, 2025 | C.A. Test – II | | | | | | |
| Mar 18 – 20, 2025 (Day 4 to 6) | | 3.2 Customer Communication through Leaflets | K1-K3 | 1 | 1-3 | Lecture with PPT | Other Component 2 - Test for 25 marks on 19.03.2025 |
| Mar 21 - 28, 2025 (Day Order 1 to 6) | | Emails and Letters | K1-K3 | 2 | 1-3 | Lecture with PPT | Group Discussion |
| Mar 29- April 2, 2025 (Day Order 1 to 3) | REVISION | | | | | | |

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : B.Voc (BFSI)
Name/s of the Faculty : Ms. S.Saikerthana
Course Title : Business Etiquette and Professional skills
Course Code : 23VB/US/BP23
Shift : II

COURSE OUTCOMES (COs)

| COs | Description | CL |
|-----|---|----|
| CO1 | Define the business etiquettes standards | K1 |
| CO2 | Explain the factors influencing the business etiquettes. | K2 |
| CO3 | Apply the tips of Emotional Intelligence at Workplace | K3 |
| CO4 | Compare and contrast various customer handling styles and their impacts on different business environment | K4 |
| CO5 | Assess the significance of Interpersonal Relationships in Professional Life | K5 |

| Week | Unit No. | Content | Cognitive Level | Teaching Hours | COs | Teaching Learning Methodology | Assessment Methods |
|---|----------|---|-----------------|----------------|-----|-------------------------------|--------------------|
| Nov 18 – 25, 2024 (Day Order 1-6) | 1 | Unit 1: Introduction 1.1 Business Etiquettes ; Meaning, Need and Importance | K1-K2 | 2 | 1-2 | Lecture with PPT | Group discussion |
| Nov 26- Dec 3, 2024 (Day Order 1 to 6) | 1 | 1.2 Factors influencing Business Etiquettes | K1-K5 | 4 | 1-5 | Lecture with PPT | Group skit |

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| Dec 4-11, 2024 (Day Order 1 to 6) | 1 | 1.3 Types of etiquettes in a Business environment | K1-K5 | 2 | 1-5 | Lecture with PPT/case study analysis | Role play |
| Dec 12-19, 2024 (Day Order 1 to 6) | 1 | Telephone, Communication | K1-K5 | 1 | 1-5 | Lecture with PPT | Role play |
| Dec 20, 2024 (Day Order 1) | 2 | Meetings, Customer | K1-K2 | 1 | 1-2 | Lecture with PPT | Role play |
| Jan 3 – 7, 2025 (Day Order 3 to 6) | 2 | Unit 2 Workplace Behaviour and Emotional Intelligence 2.1 Workplace Etiquette – Meaning, | K1-K5 | 1 | 1-5 | Lecture with PPT | Chart work on workplace etiquette |
| Jan 8 – 17, 2024 (Day Order 1 to 6) | 2 | Do's behavior at work place | K1-K5 | 1 | 1-5 | Lecture with PPT | Other Component-1 case study analysis on Types of etiquette for 20 marks on 9.1. 2025 and group discussion |
| Jan 18 - 23, 2025 | C.A. Test – I | | | | | | |
| Jan 24 -31, 2025 (Day Order 1 to 6) | 2 | Don'ts of behaviour at workplace | K1-K5 | 1 | 1-5 | Lecture with PPT | Group discussion |
| Feb 3-8, 2025 (Day Order 1 to 6) | 2 | 2.2 Emotional Intelligence – Meaning, Categories and Nature of Emotional Intelligence | K1-K4 | 3 | 1-4 | Lecture with PPT/Roleplay | Video presentation |

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| Feb 10– 18, 2025 (Day Order 1 to 4) | 2 | 2.3 Use of Emotional Intelligence at Workplace | K1-K5 | 4 | 1-5 | Lecture with PPT | Other Component-2 role play Use of emotional intelligence in workplace on 13.2.2025 for 10marks and video presentation |
| Feb 19- 26, 2025 (Day Order 1-6) | 2 | 2.4 Tips to Enhance Interpersonal Relationship at Workplace | K1-K5 | 5 | 1-5 | Lecture with PPT/Group discussion | Group activity on relationship at workplace |
| Feb 27- Mar 6, 2025 (Day Order 1 to 6) | 2 | 2.5 Significance of Interpersonal Relationships in Professional Life | K1-K5 | 5 | 1-5 | Lecture with PPT | Other Component-3 chart work on Customer handling skills for 15marks on 6.3.2025 and discussion |
| Mar 7 – 11, 2025 (Day Order 1 to 3) | 3 | Unit :3 Customer Handling Skills 3.1 Customer Communication: Types | K1-K5 | 5 | 1-5 | Lecture with PPT | Role play |
| Mar 12 –17, 2025 | C.A. Test - II | | | | | | |
| Mar 18 – 20, 2025 (Day 4 to 6) | 3 | 3.2 Handling Customers | K1-K5 | 3 | 1-5 | Lecture with PPT/Group Discussion | Role play |

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| Mar 21 - 28, 2025 (Day Order 1 to 6) | 3 | Assertive communication Aggressive Communication | K1-K5 | 1 | 1-5 | Lecture with PPT | Discussion |
| Mar 29- April 2, 2025 (Day Order 1 to 3) | REVISION | | | | | | |

