

**HOLY CROSS COLLEGE (AUTONOMOUS)**

Affiliated to Bharathidasan University  
Nationally Accredited (3rd Cycle) with 'A' Grade by NAAC  
College with Potential for Excellence.  
Tiruchirappalli - 620002.

**School of Management Studies**  
**PG and Research Department Of Commerce**  
**Programme : B.Com - Business Process Outsourcing**

<b>PO No.</b>	<b>Programme Outcomes</b> <i>Upon completion of the B.Com Degree Programme, the graduate will be able To</i>
PO-1	Be Job ready for the BPO industry and can become entrepreneur
PO-2	Obtain quality education in the area of Business Process Outsourcing
PO-3	Acquire practical skills to gather information, assess, create and execute new ideas at the work place
PO-4	Receive training in Commerce and Computer skills.
PO-5	Create ethically conscious and socially responsible business standards

<b>PSO No.</b>	<b>Programme Specific Outcomes</b> <i>Upon completion of these courses the student would</i>
PSO-1	Acquire necessary skills to manage various positions in the BPO sector
PSO-2	Have in depth knowledge on aspects related to BPO
PSO-3	Become aware of the various processes in BPO
PSO-4	Acquire academic excellence with an aptitude for higher studies, professional certification and research
PSO-5	Become aware of the basic concepts in the areas of Marketing, Human Resources and Finance

**School of Management Studies**

**PG And Research Department Of Commerce**

**CHOICE BASED CREDIT SYSTEM**

**UG COURSE PATTERN -Business Process Outsourcing(BPO)**

**(For Candidates admitted from June 2019 onwards)**

Sem	Part	Course	Title of the Course	Code	Hrs/Wk	Credits	Marks
I	I	Language	Tamil Paper I/ Hindi Paper I/ French Paper I	U15TL1TAM01/ U15HN1HIN01/ U15FR1FRE01	5	3	100
	II	English	Practical English – I	U19CB1ENT01	6	3	100
	III	Major Core – 1	Financial Accounting	U19CB1MCT01	5	5	100
	III	Major Core – 2	Principles of Marketing	U19CB1MCT02	5	5	100
	III	Allied – 1	Introduction to BPO	U19CB1ACT01	4	4	100
	III	Allied – 2	Business Communication	U19CB1ACT02	4	3	100
	IV	Value Education	Catechism I / Ethics I / Bible Studies I	U15VE2LVC01 U15VE2LVE01 U15VE2LVB01	1	-	-
			<b>Total</b>		<b>30</b>	<b>23</b>	<b>600</b>
II	I	Language	Tamil Paper II/ Hindi Paper II/ French Paper II	U15TL1TAM01 U18HN2HIN02 U16FR1FRE01	5	3	100
	II	English	Practical English – II	U19CB2ENT02	6	3	100
	III	Major Core – 3	Cost accounting	U19CB2MCT03	6	5	100
	III	Major Core – 4	Principles of Banking	U19CB2MCT04	6	4	100
	III	Allied – 3	Quality and Customer Service	U19CB2ACT03	4	3	100
	IV	SBE – 1	Soft Skill Development	U15RE2SBT01	2	2	100
	V		Service Oriented Course	Any one activity based on the Student's choice	1		
IV	Value Education	Catechism I / Ethics I / Bible Studies I	U15VE2LVC01 U15VE2LVE01 U15VE2LVB01	1	1	100	
			<b>Total</b>		<b>30</b>	<b>21</b>	<b>700</b>
III	I	Language	Tamil Paper III /Hindi Paper III /French Paper III	U15TL3TAM03 U18HN3HIN03 U16FR3FRE03	5	3	100
	II	English	Practical English – III	U19CB3ENT03	6	3	100
	III	Major Core – 5	Corporate Accounting I	U19CB3MCT05	5	5	100
	III	Major Core – 6	Financial Services	U19CB3MCT06	5	5	100
	III	Allied – 4	Risk & Compliance in BPO	U19CB3ACT04	4	4	100
	IV	SBE – 2	Sustainable Rural Development & Student Social Responsibility	U19RE2SBT02	1	1	100
		Industrial Relations	Investment Basics	U19CO3IRT01	1	1	100
IV	SBE – 3	Computer Literacy For BPO	U19CB3SBT03	2	2	100	

	IV	Value Education	Catechism II / Ethics II/ Bible Studies II	U15VE4LVC02 U15VE4LVE02 U15VE4LVB02	1	-	-
			<b>Total</b>		<b>30</b>	<b>24</b>	<b>800</b>
IV	I	Language	Tamil Paper IV / Hindi Paper IV / French Paper IV	U15TL4TAM04 U18HN4HIN04 U16FR4FRE04	5	3	100
	II	English	Practical English – IV	U19CB4ENT04	6	3	100
	III	Major Core – 7	Management Accounting	U19CB4MCT07	6	6	100
	III	Allied – 5	BPO in Service Sectors (NON VOICE)	U19CB4ACT05	4	4	100
	III	Allied – 6	Voice Process	U19CB4ACT06	4	3	100
	IV	SBE – 4	Online course	U19OC4SBT04	2	2	100
	IV	SBE – 5	Business software – Tally	U19CO4SBP02	2	2	100
	V	Value Education	Catechism II / Ethics II/ Bible Studies II	U15VE4LVC02 U15VE4LVE02 U15VE4LVB02		1	100
	IV		Service Oriented Course	Any one activity based on the Student's choice	1	1	100
			<b>Total</b>		<b>30</b>	<b>24</b>	<b>900</b>
V	III	Major Core – 8	Principles of Auditing	U19CB5MCT08	6	6	100
	III	Major Core – 9	Global Business Ethics & Corporate Governance	U19CB5MCT09	5	5	100
	III	Major Core – 10	Business Law	U19CB5MCT10	5	5	100
	III	Major Core – 11	BPO Operations and Work Environment	U19CB5MCT11	5	5	100
	III	Major Elective – 1	Simulation of BPO Related activities	U19CB5MET01	4	3	100
	IV	NME – 1	Practical Lab For BPO	U19CB5NMP01	2	2	100
	IV	Environmental studies	Environmental studies	U19RE5EST01	2	1	100
	IV	Value Education	Ethics/ Catechism / Bible Studies		1	-	-
			<b>Total</b>		<b>30</b>	<b>27</b>	<b>700</b>
VI	III	Major Core – 12	Human Resource Management	U19CB6MCT12	5	5	100
	III	Major Core – 13	International Business	U19CB6MCT13	5	5	100
	III	Major Core – 14	Business Management	U19CB6MCT14	5	5	100
	III	Major Elective – 2	Business Software - Tally	U19CB6MET02	4	4	100
	IV	Major Elective – 3	Six sigma	U19CB6MET03	5	5	100
	IV	NME – 2	Practical Lab For BPO	U19CB6NMP01	2	2	100
	IV	SBE – 6	Research Methodology	U19CB6SBT06	2	2	100
	IV	Value Education	Ethics/ Catechism / Bible Studies		1	-	-

	IV	Extension RESCAPES	RESCAPES – Impact study of Project		-	1	100
	IV	Gender studies	Gender studies	U19GS6GST01	1	1	100
			<b>Total</b>		<b>30</b>	<b>30</b>	<b>900</b>
					<b>180</b>	<b>150</b>	<b>4600</b>

HOLY CROSS COLLEGE (Autonomous), Tiruchirappalli - 620 002.

TAMIL DEPARTMENT

For Candidate admitted from 2015 onwards

First Year - Semester – I

Course Title	முதலாமாண்டு – முதற்பருவம்
Total Hours	90
Hours/Week	6 Hrs Wk
Code	U15TL1TAM01
Course Type	Theory
Credits	3
Marks	100

General Objectives:

- To find out the ways to handle the Tamil language effectively and productively.
- To introduce the tradition and the grammar of Tamil language.
- To encourage the creatively development.
- Creating curiosity to make life according to high moral.
- Helping to create healthy thoughts among themselves.

Course Objectives:

CO No.	Course Objectives
CO-1	தமிழ் இலக்கியப் பரப்பையும், விழுமியங்களையும் அறிமுகப்படுத்துதல்.
CO-2	தமிழ் மொழியின் தொன்மை, தாய்மொழிப்பற்று, தன்னம்பிக்கை சூழல்களை எதிர்கொள்ளும் திறன் முதலியவற்றை அறிந்து கொள்வர்.
CO-3	கவிதையின் வாயிலாக அன்பு உணர்வினை வளர்க்கச் செய்தல்.
CO-4	கலைச்சொற்கள் வாயிலாக பிறமொழிச் சொற்களை ஆராயும் தன்மைப் பெறுவர்.
CO-5	படைப்பாற்றல் திறனை வளர்த்துக்கொள்வர்.

அலகு:1 செய்யுள்

18Hrs

1. பாரதியார் கவிதைகள் - தமிழ் கண்ணன் என் சேவகன்
2. பாரதிதாசன் கவிதைகள் - உலகம் உன்னுடையது
3. உமர்கய்யாம் - உமர்கய்யாம் பாடல்கள்
4. பட்டுக்கோட்டையார் - செய்யும் தொழிலே தெய்வம்
5. ந. பிச்சமுர்த்தி - ஒளியின் அழைப்பு
6. வைரமுத்து - ஐந்து பெரிது ஆறு சிறிது
7. சிற்பி - ஒரு கிராமத்து நதி  
(முநல நுழ்சனள (நடுவசய சுநயனபெ)

1. ந. காமராசு கவிதைகள்
2. தமிழன்பன் கவிதைகள்

அலகு:2 செய்யுள்

18Hrs

1. கல்யாண்ஜி - பேசும்பார் என் கிளி
2. நிர்மலா சுரேஷ் - தைலச்சிமிழும் தச்சன் மகனும்
3. இரா. மீனாட்சி - ஒரு கோதை
4. விஜி - குரங்கு மனிதன்
5. பா. சத்திய மோகன் - எங்கெங்கு காணினும்
6. ஹைகூ கவிதைகள்

முநல நுழ்சனள (நடுவசய சுநயனபெ)

1. ந.முத்துக்குமார் கவிதைகள்
2. செனட்ரியூ கவிதைகள்

அலகு:3

18 Hrs

தமிழ் இலக்கிய வரலாறு

தமிழாய்வுத்துறை வெளியீடு 20-ஆம் நூற்றாண்டு (தற்காலம்)

முநல நுழ்சனள (நடுவசய சுநயனபெ)

மீழ் இலக்கிய வரலாறு - மு.வரதராசன்

அலகு:4

18 Hrs

படைப்பிலக்கியம் - சிறுகதைத் தொகுப்பு(துறை வெளியீடு)

அலகு:5

18 Hrs

பொதுப்பகுதி - கலைச்சொற்கள்

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	தமிழ் மொழியின் மேன்மை, தாய்மொழிப்பற்று, வாழ்வின் அனைத்து நிலைகளிலும் நிலைத்து நிற்கும் தன்மை, சுய ஒழுக்கம், ஒற்றுமை உணர்வு, நாட்டு வளர்ச்சிக்கான முன்னேற்றப் பாதை போன்றவற்றை திறனாய்வு செய்வர்.	PSO 1	U
CO-2	கவிதையின் வாயிலாக இறைப்பற்று, இயற்கையைப் பாதுகாக்கும் உணர்வு, சமூகம் பெண்ணுக்கு இழைக்கும் அநீதியை எதிர்த்துப் போராடும் மனநிலை முதலியவற்றை மதிப்பிடுவர்.	PSO 2	E
CO-3	தற்காலத் தமிழ் இலக்கியங்களின் வழி மாணவர்கள் தங்கள் படைப்பாற்றல் திறனை வளர்த்துக்கொள்வர்.	PSO 2	AN
CO-4	பல்வேறு சிறுகதைகளின் வழியாக மனித உரிமைகளை வலியுறுத்தி மனிதநேயத்தை மீட்டெடுக்கும், விழிப்புணர்வினைப் பெறுவர்.	PSO 3	AP
CO-5	துறைச் சார்ந்த கலைச்சொற்களை மாணவர்களுக்கு அறிமுகப்படுத்துவதோடு ஆங்கிலச்சொல்லுக்கு நிகரான தமிழ்ச் சொல்லையும் கற்று இருமொழிப் புலமை பெறுவர்.	PSO 4	U

**பாட நூல்கள்**

- செய்யுள் - தமிழாய்வுத்துறை வெளியீடு  
தமிழ் இலக்கிய வரலாறு - தமிழாய்வுத்துறை வெளியீடு  
சிறுகதைத் தொகுப்பு - தமிழாய்வுத்துறை வெளியீடு  
கலைச்சொற்கள் - தமிழாய்வுத்துறை வெளியீடு

(For the candidates admitted from June 2018 onwards)  
**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI-620002**  
**DEPARTMENT OF HINDI**  
**SEMESTER – I**

<b>Course Title</b>	<b>PART – I LANGUAGE HINDI – I PROSE, SHORT STORY AND GRAMMAR –I</b>
<b>Total Hours</b>	<b>90</b>
<b>Hours/Week</b>	<b>6Hrs/Wk</b>
<b>Code</b>	<b>CODE: U18HN1HIN01</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objective:** To enable the students to understand the importance of human values and patriotism

Course Objectives (CO):

**The learner will be able to:**

<b>CO No.</b>	<b>Course Objectives</b>
CO -1	Evaluate Self Confidence, Human values
CO- 2	Understand and analyze Gandhian Ideology
CO- 3	Understand Indian Culture, custom
CO- 4	Analyze communal Harmony and Unity in Diversity
CO- 5	Evaluate Friendship

**UNIT –I**

**(18Hours)**

1. Aatma Nirbharatha
2. Idgah
3. Sangya

*Extra Reading (Key Words ): Takur ka kuvam, Bhuti Kaki*

**UNIT-II**

**(18Hours)**

1. Mahatma Gandhi
2. Vusne KahaTha
3. Sarva Naam

*Extra Reading (Key Words ): Chandradhar Sharma Guleri, Gandhian Ideology*

**UNIT-III**

**(18Hours)**

1. Sabhyata KaRahasya
2. Karva Va KaVrat
3. Visheshan

*Extra Reading (Key Words ): Sabhyata Aur Sanskriti, Yashpal ki Sampoorna khaniyan*

**UNIT-IV**

**(18Hours)**

1. Bharat EkHai
2. Sharandhata
3. Kriya

*Extra Reading (Key Words ): Ramante Tatra Deavata, Badala*

**UNIT-V**

**(18Hours)**

1. Mitrata
2. Vapasi
3. Ling AurVachan

*Extra Reading (Key Words ): Acharya Ramachandra Shukla, Usha Priyamvadha ki kahaniyan*

Note : Texts given in the Extra Reading (Key Words ) must be tested only through Assignmentand Seminars.

Course Outcomes:

**The learner will be able to:**

<b>CO No.</b>	<b>Course Outcomes</b>	<b>Cognitive Level</b>
CO -1	Compare human values of present and past generations	E
CO- 2	Test for Gandhian Ideology in the literary works.	U, An
CO- 3	Interpret Indian Culture in a scientific manner	U
CO- 4	Assess casteless and classless India	An
CO- 5	Value the interests of one's friend.	E

**CO- Course Outcome; R- Remember; U- Understand; Ap- Apply; An-Analyze; E-Evaluate; C-Create**

**Reference Books :**

- GadyaSudha: Edt. Dr. M. SaleemBaig; RakaPrakashan; Ilahabad.U.P.
- Hindi GadyaPrabhakar:Edi. Dr.Hiranmay; ShikshaBharathi; KashmiriGate; Delhi.
- KahaniVividha;RajkamalPrakashan; Ilahabad.; NewDelhi.
- Vyakaranpradeep; Dr. Ram Dev. M.A; LokBharathiPrakashan;Illahabad



(For candidates admitted 2016 onwards)

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 2**  
**DEPARTMENT OF FRENCH**

**SEMESTER I**

<b>Course Title</b>	<b>PART I – LANGUAGE - FRENCH PAPER I</b> (GRAMMAR & CIVILISATION (ÉCHO A1 2 <sup>e</sup> édition))
<b>Total Hours</b>	90
<b>Hours/Week</b>	6Hrs/Wk
<b>Code</b>	U16FR1FRE01
<b>Course Type</b>	Theory
<b>Credits</b>	3
<b>Marks</b>	100

**General Objective:** To enable the students to learn the fundamentals of French Grammar and Cultural aspects of France.

**Course Objectives(CO):**

**The learner will be able to**

<b>CO1</b>	remember alphabets, numbers, nationalities and professions; understand the term Francophone, a brief introduction of France and oneself.
<b>CO2</b>	remember and understand verb conjugation and articles and apply the same in first contact
<b>CO3</b>	remember the pronouns placed after prepositions; analyse and evaluate leisure time activities in France and across the world.
<b>CO4</b>	apply past tense in writing personal diaries; comparison and adjectives in sketching travel journals
<b>CO5</b>	understand the usage of articles and inversion in interrogation and analyse the food habit of the French.

**Unit 1 Parcours d’initiation ; Vous comprenez**

**(15Hours)**

La différence entre le prénom et le nom, les nationalités, les nombres, les professions

La présentation, le genre et le nombre d’un nom, l’interrogation et la négation – l’identité, les lieux de la ville, les mots du savoir-vivre – saluer, remercier – l’espace francophone.

*Extra Reading (Key Words) : La carte de la France et La carte du monde francophone*

**Unit 2 Autravail!**

**(15Hours)**

La conjugaison des verbes du 1<sup>er</sup> groupe, des accords, les articles – l’état civil, des personnes et des objets caractéristiques d’un pays – exprimer ses goûts – première approche de la société française.

*Extra Reading (Key Words) : Fiches de renseignement de ses parents*

**Unit 3 Onsedétend!****(15Hours)**

La conjugaison des verbes irréguliers, le future proche, les pronoms après une préposition – les loisirs – proposer, accepter, refuser, demander une explication – première approche de l'espace de France, repérages de quelques lieux de loisirs

*Extra Reading (Key Words): Lieux de loisirs que l'étudiant apprécie*

**Unit 4 Racontez-moi ! ; Bonvoyage!****(30Hours)**

Le passé composé, la date et l'heure – les moments de la journée, de l'année, les événements liés au temps – dire ce qu'on a fait – les rythmes de vie en France, des personnalités du monde francophone.

La comparaison, les adjectifs démonstratifs et possessifs – les voyages et les transports – négocier une activité, faire les recommandations – les transports en France

*Extra Reading (Key Words): La vie des personnalités célèbres*

**Unit 5 Bonappétit!****(15Hours)**

L'emploi des articles, la forme possessive – la nourriture, les repas, la fête – les situations pratiques à l'hôtel et au restaurant – les habitudes alimentaires en France.

*Extra Reading (Key Words): Recette de la crêpe et des tartes*

<b>Course outcomes</b>	<b>Cognitive level</b>
Introduce oneself to the class and classify Francophone countries in the world map.	Ap, E
Demonstrate regular verb conjugation	U, Ap
List out pronouns placed after prepositions	R, U
Survey leisure time activities in European countries	An
Develop personal diary	C
Outline the food habits of the French.	An

**TEXT BOOKS :**

ECHO A1 – METHODE DE FRANÇAIS & CAHIER PERSONNEL D'APPRENTISSAGE  
Authors: J. Girardet and J. Pécheur Publication: CLÉ INTERNATIONAL, 2013.

**Books for Reference:**

La Conjugaison – Nathan  
French made easy – Beginners level - Goodwill Publishing House  
Je parle français I – Abhay Publications  
Le français avec des jeux et des activités - ELI  
Langue et la civilisation – I – Mauger Bleu

Note : Texts given in the Extra Reading (Key Words ) must be tested only through Assignment and Seminars.

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)**

**First Year - Semester – I**

<b>Course Title</b>	<b>PRACTICAL ENGLISH – I</b>
<b>Total Hours</b>	<b>90</b>
<b>Hours/Week</b>	<b>6 HR/WK</b>
<b>Code</b>	<b>U19CB1ENT01</b>
<b>Course Type</b>	<b>THEORY</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objectives:**

To understand the communication process and basics skills of Listening, Speaking, Reading & Writing

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Understand the communication process
CO-2	Effective listening
CO-3	Introducing Self
CO-4	Comprehend reading different kinds of text
CO-5	Principle of good writing

**Unit – I**

**18 hrs**

**The Communication Process**

Definition of Communication – The communication process - Internal and External Communication – Vertical & Grapevine Communication - Roles- Message-Medium- Environment/Context- Style and Tone - Verbal and Non – Verbal Communication – Body Language - Grooming - English as a Communication tool – Listening , Speaking , Reading & Writing - Introduction to the Corporate world – some common terms (Basic)

**Extra Reading/Key Words:** *Types of Corporate Communication*

**Unit – II**

**18 hrs**

**Listening**

Pre Listening – knowing the content and context – predicting the text - Listening to a conversation - Listening to instructions - Listening to description - Post Listening – interpreting the text

**Extra Reading/Key Words:** *Active Listening*

**Unit – III**

**18 hrs**

**Speaking**

I, Me, Myself – Introducing self, the place I belong to, etc.- My Family

My Favourite things ( Food, Movies, School, Friends) - My Aim (Goal Setting ) - Grammar – Use of tense – Simple present, Past, Future.

**Extra Reading/Key Words:** *Positive Self image and Self Esteem*

#### Unit IV

18 hrs

##### Reading

Understanding what I read right - Spelling and Grammar - Reading Instructions  
Reading Newspapers – SPELT Technique - Reading Magazines – Reports – Manuals -  
Contracts/Agreements/Compliance documents – Reading project

**Extra Reading/Key Words:** *Different types of Texts - Templates on reports, agreements & documents*

#### Unit V

18 hrs

##### Writing

From complex to simple writing – principle of good writing - Asking permission  
Inviting - Writing for pleasure (blogs, poems, articles) a page from my autobiography, If I were the  
PM, Favourite things

**Extra Reading/Key Words:** *Effective Letter writing*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

#### Course Outcomes:

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Overview of communication process and introduction to corporate communication	PSO4	U
CO-2	Listening skills – pre, while and post listening	PSO1	Ap
CO-3	Self-Introduction skills	PSO1	Ap
CO-4	The learners become effective in reading and understanding spelling and grammar	PSO4	Ap
CO-5	Understand techniques of writing mails in different scenarios	PSO4	Ap
CO-6	Enhances Communication Skills	PSO4	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply;  
An – Analyse; E- Evaluate; C – Create**

#### Reference Books:

1. The Hindu, The New Indian Express, etc.
2. [www.ThoughtCo.com](http://www.ThoughtCo.com)
3. [www.bbc.co.uk](http://www.bbc.co.uk)
4. [learnenglish.britishcouncil.org/en](http://learnenglish.britishcouncil.org/en)
5. <https://www.teachingenglish.org.uk/>
6. [www.businessballs.com](http://www.businessballs.com)
7. [www.ted.com](http://www.ted.com)

8. [www.inktalks.com](http://www.inktalks.com)
9. Technical Communication by Meenakshi Raman
10. Business Communication by Namitha Gopal
11. High School English Grammar – Wren and Martin
12. Body Language: Your Success Mantra – Dr. Shalini Varma

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)  
First Year - Semester – I**

<b>Course Title</b>	<b>MAJOR CORE 1 - FINANCIAL ACCOUNTING</b>
<b>Total Hours</b>	<b>75</b>
<b>Hours/Week</b>	<b>5 Hrs / Wk</b>
<b>Code</b>	<b>U19CB1MCT01</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>5</b>
<b>Marks</b>	<b>100</b>

**GENERAL OBJECTIVE**

To enable the students to understand and apply the principles of double entry system of book-keeping, in preparation of Final accounts of sole trader, Rectification of errors and to provide basic knowledge of Bills of exchange, Accounts of no profit concerns and Consignment accounts.

**Course Objectives:**

CO No.	Course Objectives
CO-1	Understand the accounting concepts and conventions and prepare final accounts
CO-2	Rectify the errors in accounting
CO-3	Account for bill transactions
CO-4	Prepare accounts of non-profit concerns
CO-5	Prepare accounts of consignment

**UNIT – I INTRODUCTION TO ACCOUNTING AND FINAL ACCOUNTS 15Hrs**

Accounting Concepts and Conventions – Need for Accounting Standards – Adjustment and Closing Entries – Final Accounts of a sole trader.

**Extra reading/Key words :***History of Accounting, Accounting principles and Double entry system, Latest developments in the field of Accountancy, Branches of Accounting and different methods of presentation of financial statements*

**UNIT - II RECTIFICATION OF ERRORS**

**15 Hrs**

Rectification of Errors: Rectification before and after preparation of trial balance, Suspense account.

**Extra reading/Key words:***Rectification after the preparation of final accounts*

**UNIT – III BILL OF EXCHANGE**

**15 Hrs**

A. Bill of Exchange: Features, Recording transactions relating to bills: Drawing, accepting, retiring, renewing, dishonor and insolvency of acceptor.

**Extra reading/Key words:***Accommodation bills, Bill, Drawing, endorsing and discounting of bill, renewal of bill, Dishonor of bills and Noting charges.*

**UNIT – IV ACCOUNTS OF NON PROFIT CONCERNS**

**15 Hrs**

Receipts and Payments Account - Income and Expenditure Account - Balance Sheet.

**Extra reading/Key words :** *Non Profit concerns, Receipts and Payments a/c, Income & Expenditure a/c*

### UNIT – V CONSIGNMENT

15 Hrs

A. Consignment Accounts: Valuation of stock, Accounting for losses, Cost price method and Invoice price method.

**Extra reading/Key words :** *Consignment vs joint venture, Conversion of consignment into Joint venture. Consignment, Proforma invoice, Account sales, Del credere commission*

**Theory - 20% Problem: 80%**

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

#### Course Outcomes:

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Recognise the basic accounting concept and conventions	PSO-4	Ap
CO-2	Apply the rules of double entry book keeping for the preparation of final accounts	PSO-4	Ap
CO-3	Recognize the different types of errors committed while preparing the books of accounts, the procedure for rectifying the errors committed, rectify the errors and prepare suspense account	PSO-4	Ap
CO-4	Pass entries in the books of parties concerned with bills of exchange	PSO-3	Ap
CO-5	Recognise the procedure for preparing the final accounts of Non Profit concerns , differentiate between receipts and Payments a/c and Income & Expenditure a/c and prepare the final accounts	PSO-3	Ap
CO-6	Recognise the accounting procedure for valuation of stock, abnormal loss and pass journal entries in the books of parties and prepare the ledger account	PSO-3	Ap
CO-7	Cultivates accounting skills to manage the profits and losses of any trading organization	PSO-3	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply;**

**An – Analyse; E- Evaluate; C – Create**

**\*Kindly see that the Programme Outcomes relate with the given course outcome in your ratified syllabus.**

#### PRESCRIBED TEXTS

- Reddy & Murthy, (2006). *Financial Accounting*, Chennai: Margham Publishers.
- Dalston L. Cecil & Jenitra L. Merwin, (2015). *Financial Accounting*, Trichy: Learntech Press.

#### BOOKS FOR REFERENCE

- Reddy & Murthy, *Financial Accounting*, Chennai: Margham Publishers.
- Dalston L. Cecil & Jenitra L. Merwin, *Financial Accounting*, Trichy: Learntech Press.
- Shukla. M.C. & Grewal T.S., *Advanced Accounts*, New Delhi: S .Chand & Co.
- Jain. S.P. & Narang K.L., *Advanced Accounts*, New Delhi: Kalyani Publishers.
- Gupta. R.L. & Radhaswamy M., *Advanced Accounts* New Delhi: Sultan Chand

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)**

**First Year - Semester – I**

<b>Course Title</b>	<b>MAJOR CORE 2 – PRINCIPLES OF MARKETING</b>
<b>Total Hours</b>	<b>75</b>
<b>Hours/Week</b>	<b>5 Hrs / Wk</b>
<b>Code</b>	<b>U19CB1MCT02</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>5</b>
<b>Marks</b>	<b>100</b>

**General Objective:**

To enable the students to understand and analyze the various concepts of marketing and give awareness on the modern trends in marketing.

**Course Objectives:**

**The learner will be able to**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Remember and understand the marketing concepts, functions and the basic approaches to marketing.
CO-2	Understand and recall the Product planning, product policy and the market segmentation.
CO-3	Understand and summarise the pricing objectives and the various methods of pricing and recalls and explain the various promotion mix and qualities of a good salesman and the process of personal selling.
CO-4	Analyse and evaluate the various channels of Distribution.
CO-5	understand the various Modern Marketing concepts.

**UNIT – I INTRODUCTION TO MARKETING**

**15 Hrs**

Marketing - Definition - Scope - Traditional and Modern concept - Issues and Developments in Marketing: Social, ethical and legal aspects of marketing; Importance and functions of marketing - Basic approaches to marketing - Marketing of agricultural, industrial and consumer goods.

**Extra Reading / Keywords:** *Market Classification, Marketing Evolution*

**UNIT – II PRODUCT POLICY AND MARKET SEGMENTATION**

**15 Hrs**

Product - Product Planning and Product Policy - Product Mix- Branding - Packaging - Product Life Cycle - Product planning for existing Product and new product. Market Segmentation.

**Extra Reading / Keywords:** *Product Innovation, Market Segmentation Philosophies*

**UNIT – III PRICING AND PROMOTION MIX****15 Hrs**

Pricing - Pricing objectives - Factors influencing pricing - Methods of pricing - Pricing policies. Promotion: Promotion Mix - Sales Promotion. Advertising - Objectives - Importance - Advertisement Copy - Different media - Selection of media. Personal selling – Qualities of a good salesman – Personal selling Process.

**Extra Reading / Keywords:** *Price Determination, Promotional mix factors*

**UNIT – IV MARKETING CHANNELS****15 Hrs**

Channels of Distribution - Channel Functions - Factors influencing Channel Decisions - Middlemen - Wholesalers - Retailers - Selection of marketing channels- Direct & Indirect Marketing Channels

**Extra Reading / Keywords:** *Wholesaler Classification, Retailer types*

**UNIT V - MODERN MARKETING****15 Hrs**

Marketing of Services; International marketing; Green marketing; Cyber marketing; Relationship marketing and other developments of marketing - Tele-marketing - Online marketing - Social media marketing

**Extra Reading / Keywords:** *Brand Ambassadors*

**Note:** Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Define the marketing concepts and list out the functions of marketing.	PSO-5	U
CO-2	Explain the product planning and policies and demonstrate the market segmentation.	PSO-5	U
CO-3	Interpret the various pricing policies followed by the organizations.	PSO-3 &5	An
CO-4	Selection of media for Advertisement and also analyze the role of salesman in promotion	PSO-5	An
CO-5	Compare the various channels of distribution	PSO-4	An
CO-6	Recalls the various concepts of Modern Marketing.	PSO-5	U
CO-7	Enhances marketing skills	PSO-5	Ap

**PRESCRIBED TEXTS:**

- Rajan Nair, (latest edition). *Marketing*, New Delhi: Sultan Chand and Sons.
- Pillai&Bhagavathi (latest edition) *Marketing Management*, New Delhi: Sultan Chand and Sons.

**BOOKS FOR REFERENCE:**

- Philip Kotler, (2008). *Marketing Management*, New York: Prentice Hall, Englewood Cliffs.
- William M. Pride & Ferrell. O.C., *Marketing*, Boston: Houghton-Mifflin.
- Kotlerphilip& Armstrong Gary, *Principles of Marketing*, New Delhi: Prentice-Hall of India.



**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**  
**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)**  
**First Year - Semester – I**

<b>Course Title</b>	<b>Allied 1 - Introduction to BPO</b>
<b>Total Hours</b>	<b>60</b>
<b>Hours/Week</b>	<b>4 Hrs/Week</b>
<b>Code</b>	<b>U19CB1ACT01</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>4</b>
<b>Marks</b>	<b>100</b>

**General Objectives:**

To understand the basics of BPO and the BPO industry

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Understand the Basics of Business Process Outsourcing
CO-2	Understand the different stages to BPO
CO-3	Have an overview of the different models of BPO
CO-4	Understand the different types of BPO
CO-5	Understand the life cycle of a BPO deal

**UNIT I: INTRODUCTION TO BPO**

**12Hrs**

Basics of Business Process Outsourcing - History of BPO-Evolution of BPO-Global Trends and Triggers The Future of BPO- Changes & Challenges - Basics – What is a BPO-Benefits of BPO – Growth Drivers - BPO Industry-Employment Opportunities – Employee Structure – Skill Set Required –Compensation Levels – The Future of the BPO Employee

**Extra Reading / Keywords:** *Changing Dynamics in Indian BPO Industry*

**UNIT II: STAGES TO BPO**

**12Hrs**

The Business Imperative for Transformation - The Transformation Journey- Standardization- Harmonization- Centralization - Shared Services: The Continuum of Shared Service Models – The benefits of Shared Services - Outsourcing- Business Triggers – Early movers – The Business case  
**Extra Reading / Keywords:** *Automation in BPO Industry*

**UNIT III: MODELS OF BPO**

**12Hrs**

BPO -Models and Types of Vendors - Transaction Processing BPO- Elements of Back–Office Services - Contact Centre BPO – Types of Call Centres – Technology –Components and working of a Call Centre - Offshoring - Offshore BPO – Evolution Destinations – Challenges of Off shoring – BPO Companies in India. Other BPO Destinations

**Extra Reading / Keywords:** *Future Technology in call centre*

**UNIT IV: TYPES OF BPO**

**12Hrs**

Financial Services –Insurance - Human Resource BPO – Reasons for outsourcing HR – Activities involved in HR BPO –HR Outsourcing Trends – Career in HR BPO  
 Emerging BPO Domains – Media and Entertainment BPO – Publishing BPO.

**Extra Reading / Keywords:** *Social media and BPO*

**UNIT – V: Life Cycle of a BPO deal**

**12Hrs**

The Business Case- Insourcing vs. Outsourcing – RFP- Evaluation and Choice of Partner- Contracting- Change Management- Migration/Transition/Knowledge Transfer/Re-engineering/Go -Live/Metrics & Governance- Innovation and Continuous Improvement

**Extra Reading / Keywords:** *Business Process Re-engineering (BPR)*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Overview of history and evolution Business Process Outsourcing along with global trends and triggers of the BPO industry.	PSO2	R,U
CO-2	Knowledge of the different stages leading to BPO	PSO2	U
CO-3	An introduction to back office and the working of call centers	PSO1	U
CO-4	An exposure to Finance, Insurance and Human Resource BPO	PSO1	U, Ap
CO-5	Deeper understanding of the different facets in the life cycle of a BPO deal	PSO3	U
CO-6	Enhances Employability Skills	PSO1	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**References**

**Text Books:**

Student manual

**Reference Books:**

1. Bingham, J. Mastering data processing. Macmillan Publishing House.
2. Clifton, HD. System analysis for business data processing. India: Prentice Hall Publication.
3. Kulkarni, Sarika. Business process outsourcing. Delhi: Jaico Publishing House.
4. Shikapur, Deepak. BPO Digest. Ameya Inspiring Books.

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)  
First Year - Semester – I**

<b>Course Title</b>	<b>Allied 2 – Business Communication</b>
<b>Total Hours</b>	<b>60</b>
<b>Hours/Week</b>	<b>4 Hr / Wk</b>
<b>Code</b>	<b>U19CB1ACT02</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objectives:**

To understand the basics of Business Communication

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	To understand the concepts of Business Communication and it's barriers.
CO-2	To apply grammar for better business communication.
CO-3	To understand and practice effective oral and written communication skills.
CO-4	To enable the proper application of different kinds of Business Letters
CO-5	Comprehend and critically apply effective Professional writing.

**UNIT- I : INTRODUCTION**

**12 hours**

What is communication - What is Business Communication – Its importance – Objectives – Types – Business Communication Media - Barriers of Business Communication

**Extra Reading/Key Words :** *Communication Vs. Business Communication, Business Idioms*

**UNIT- II : PRINCIPLES OF AIDS TO COMMUNICATION**

**12 hours**

Principles of Effective Communication – Aids to Communication - The Grammatical Background – Sentence Building – Common Errors – Capitalization and Punctuation Guidelines.

**Extra Reading/ Key Words:** *Web Language*

**UNIT- III: TYPES OF COMMUNICATION**

**12 hrs**

Introduction to Oral Communication - Listening - Speaking - Interviews -Group Discussion - Presentation

**Extra Reading/ Keywords:** *FAQs in Interviews and Group Discussions*

**UNIT- IV: LETTER TO EDITORS**

**12 hrs**

Importance of Commercial Correspondence - Essential Qualities - Layout of a Business Letter Enquires and Replies - Orders - Complaints and Claims - Correspondence relating to banks

**Extra Reading/ Keywords:** *The use of technology in correspondence*

**UNIT -V: RESUME WRITING**

**12 hrs**

Writing Resumes - Application letters - References and Testimonial - Correspondence through Email and social networks

**Extra Reading/ Keywords:** *Creativity in Resumes*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	To introduce the learners to basics of Business Communication and also train them in the nuances of formal and informal language	PSO4	U
CO-2	To hone the grammatical knowledge and skills of the learners so they become effective communicators	PSO4	U
CO-3	To make the learners active listeners and speakers so they perform better at Group Discussions and at Interviews	PSO1	Ap
CO-4	To develop the written skills in the learners with emphasis on correspondence in the various business scenarios	PSO1	Ap
CO-5	To develop the ability to present self through resume in the most effective way	PSO1	Ap
CO-6	Enhances Employability Skills	PSO1	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**References**

**Text Books:**

Student Manual

**Reference Books:**

1. Modern Commercial Correspondence- Hume and Builecy
2. Modern Business Correspondence-Gastride
3. Business English- Rajender Paul &Korehalli
4. Business Communication- N.Janakiraman
5. Business Communication- NamitaGopal

HOLY CROSS COLLEGE (Autonomous), Tiruchirappalli - 620 002.

TAMIL DEPARTMENT

For Candidate admitted from 2015 onwards

First Year - Semester – II

Course Title	முதலாமாண்டு – இரண்டாம் பருவம்
Total Hours	75
Hours/Week	5 Hrs Wk
Code	U15TL2TAM02
Course Type	Theory
Credits	3
Marks	100

General Objectives:

- To harmonize the students in Religious thoughts.
- To Introduce the specialties of Tamil caureates
- To infuse the friendly nature in to the students
- To improvise the good habits among students

Course Objectives:

CO No.	Course Objectives
CO-1	இறைச்சிந்தனை வழி மாணவர்களை ஒருமுகப்படுத்துதல்.
CO-2	மதநல்லிணக்கத்தை உருவாக்குதல்.
CO-3	ஆளுமைத்திறனை வளர்த்தல்
CO-4	படைப்பாற்றல் திறனை ஊக்கப்படுத்துதல்.
CO-5	பிழையின்றி எழுதவும் படிக்கவும் மாணவர்களை தயார்ப்படுத்துதல்.

அலகு:1 செய்யுள் 15 Hrs

1. தேவாரம் - சுந்தரர் (திருமழப்பாடி)
2. திருவாசகம் - மாணிக்கவாசகர் (குயில் பத்து)
3. திருமந்திரம் - திருமுலர்
4. திருப்பாவை - ஆண்டாள்
5. நாலாயிர திவ்யப்பிரபந்தம் - குலசேகராழ்வார் (பெருமாள் திருமொழி)

மநல் றுழசனள (நூலவசய சுநயனபெ)

1. அற்புதத்திருவந்தாதி - காரைக்கால் அம்மையார்
2. திருவாய்மொழி - நம்மாழ்வார்

அலகு:2 செய்யுள் 15 Hrs

1. மீனாட்சியம்மை பிள்ளைத்தமிழ் - குமரகுருபரர்

2. இரட்சணிய யாத்திரிகம் (சிலுவைப்பாடு) - எச்.ஏ.கிருட்டிணப்பிள்ளை
3. வேதநாயக சாஸ்திரியார் பாடல்கள் - வேதநாயகசாஸ்திரியார்
4. நபிகள்நாயக மான்மியமஞ்சரி - செய்குதம்பிப்பாவலர்

மநல நுழ்சனள (நுஓவசய சுநயனபெ)

1. நந்திக்கலம்பகம்
2. குற்றாலக்குறவஞ்சி -திரிகூடராசப்பக்கவிராயர்

அலகு:3

15 Hrs

தமிழ் இலக்கிய வரலாறு -

பல்லவர்காலம்

நாயக்கர்காலம்

அலகு:4

15 Hrs

படைப்பிலக்கியம் - புதினம்

கல்கி - பார்த்திபன் கனவு

மநல நுழ்சனள (நுஓவசய சுநயனபெ)

வில்லோடு வா நிலவே - வைரமுத்து

அலகு:5

15 Hrs

கடிதம் எழுதுதல்

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	பல்லவர்கள் காலத்து சமயப்பணியையும் சமய இலக்கியங்களின் வளர்ச்சியையும் திறனாய்வு செய்வர்.	PSO 1	U
CO-2	பல்வேறு மதங்களும் கற்பிக்கின்ற சமயக் கொள்கை ஒன்றுதான் என்பதனை உணர்த்தி, மதக்காழ்ப்புணர்வை அகற்றி ஒற்றுமையுணர்வை வளர்த்துக் கொள்வர்.	PSO 2	AN
CO-3	அரசர்கள் முதல் உழவர்கள்வரை பலதரப்பட்ட மாந்தர்களின் உயரியச் செயல்களை அறிந்து கொண்டு ஆளுமைமிக்கவர்களாக உருவாகுவர்.	PSO 2	AP
CO-4	நாவல் வாசிப்பதால் படைப்பாற்றல் திறனும் சொற்களஞ்சியப் பெருக்கமும் பெறுவர்.	PSO 3	U
CO-5	விண்ணப்பக் கடிதம் எழுத நேரிட்டால் தானாக முன்வந்து தடையில்லாமல் எழுதுவர்.	PSO 4	U

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

பார்வை நூல்கள் செய்யுள் - தமிழாய்வுத்துறை வெளியீடு

தமிழ் இலக்கிய வரலாறு - தமிழாய்வுத்துறை வுத்துறை வெளியீடு

நாவல்

கல்கி - பார்த்திபன் கனவு

கடித இலக்கியம் - பயிற்சி ஏடு

(For the candidates admitted from June 2018 onwards)  
**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI-620002**  
**DEPARTMENT OF HINDI**  
**SEMESTER – II**

<b>Course Title</b>	<b>PART – I LANGUAGE HINDI – II DRAMA , NOVEL AND GRAMMAR –II</b>
<b>Total Hours</b>	<b>75</b>
<b>Hours/Week</b>	<b>5Hrs/Wk</b>
<b>Code</b>	<b>U18HN2HIN02</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objective :** To enable the students to appreciate and critically evaluate the prescribed literary works.

Course Objectives (CO):

**The learner will be able to:**

<b>CONo.</b>	<b>Course Objectives</b>
CO -1	Critically evaluate moral values in the drama
CO- 2	Critically appreciate and evaluate the novel in an ethical perspective.
CO- 3	Understand and apply tense and case
CO- 4	remember and apply adverbs and prepositions
CO- 5	comprehend the usage of conjunctions and interjections

**UNIT –I**

**(15Hours)**

- 1.Ashad ka ekdhin
- 2.Gaban
- 3.Kaal

*Extra Reading (Key Words ):* Mohan Rakesh, Laharon Ke Rajahams

**UNIT-II**

**(15Hours)**

- 1.Ashad ka ekdhin
- 2.Gaban
- 3.Karak

*Extra Reading (Key Words ):* Premchand, Nirmala

**UNIT-III**

**(15Hours)**

- 1.Ashad ka ekdhin
- 2.Gaban
- 3.Kriya Visheshan

*Extra Reading (Key Words ):* Seva Sadhan, Aadhe Adhure



## UNIT-IV

(15Hours)

- 1.Ashad ka ekdhin
- 2.Gaban
- 3.Samandha Bodhak

*Extra Reading (Key Words ) : Andhere Bandh Kamare, Mispal*

## UNIT-V

(15Hours)

- 1.Ashad ka ekdhin
- 2.Gaban
- 3.Yojak(Samuchaya Bhodak) Aur Dhyodak (VismyadhiBhodak)

*Extra Reading (Key Words ) : Poos Ki Raat, Shatranj Ke Khiladi*

Note : Texts given in the Extra Reading (Key Words ) must be tested only through Assignment and Seminars.

Course Outcomes:

**The learner will be able to:**

CO No.	Course Outcomes	Cognitive Level
CO -1	Appraise moral values in the Society	E
CO- 2	Distinguish necessity and luxury	E
CO- 3	To make use of present, past and future tense and build stories.	U, Ap
CO- 4	Utilize adverbs and prepositions in a text.	R, Ap
CO- 5	Rephrase using conjunctions and interjections.	U

**CO- Course Outcome; R- Remember; U- Understand; Ap- Apply; An-Analyze; E- Evaluate; C-Create**

Reference Books :

- Ashadka ek dhin : Mohan Rakesh;Rajpal andSons,Delhi.
- Nirmala: Premchand;Sri Jwalaji Books Educational Enterprises,NewDelhi.
- Vyakaran pradeep; Dr. Ram Dev. M.A; LokBharathiPrakashan;Illahabad.
- Manak Hindi Vyakaran: ChandraBhan ‘Rahi’;SreyaPrakashan,Illahabad

(For candidates admitted 2016 onwards)

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 2  
DEPARTMENT OF FRENCH**

**SEMESTER II**

Course Title	<b>PART I – LANGUAGE - FRENCH PAPER II (GRAMMAR, CIVILISATION &amp; TRANSLATION (ÉCHO A1 2<sup>e</sup> édition)</b>
Total Hours	75
Hours/Week	5 Hrs/Wk
Code	U16FR2FRE02
Course Type	Theory
Credits	3
Marks	100

**General Objective:** To enable the students to learn French Grammar and Cultural aspects of France.

**Course Objectives (CO):**

**The learner will be able to**

<b>CO1</b>	understand pronominal verbs and apply the same in narrating one's own everyday activities.
<b>CO2</b>	remember prepositions and understand climate in France and dwelling place.
<b>CO3</b>	apply past tenses in a biography and analyse relationships and family structure in France
<b>CO4</b>	understand object pronouns and evaluate savoir-vivre in France.
<b>CO5</b>	understand the usage of relative pronouns and secondary tenses and remember SOS and evaluate French style

Unit 1 Quelle journée!

(15Hours)

La conjugaison pronominale, l'impératif, l'expression de la quantité – les activités quotidiennes, les achats et l'argent – demander des nouvelles de quelqu'un – le comportement en matière d'achat et d'argent.

*Extra Reading (Key Words):* lettre amicale, compléter un dialogue

Unit 2 Qu'on est bien ici!

(12Hours)

Les prépositions et les adverbes, les verbes exprimant un déplacement – le logement, la localisation, l'orientation, l'état physique, le temps qu'il fait – demander de l'aide, exprimer une interdiction – le climat en France, les cadres de vie (ville et campagne)

*Extra Reading (Key Words):* des affiches et des panneaux

Unit 3 Souvenez-vous ?

(12Hours)

Emplois du passé composé et de l'imparfait – les moments de la vie, la famille, les relations amicales, amoureuses, familiales – demander/donner des informations sur la biographie d'une personne – le couple et la famille.

*Extra Reading (Key Words )*: la biographie d'une personne importante

Unit 4 On s'appelle ?

(12Hours)

Les pronoms compléments directs et indirects – les moyens de la communication – aborder quelqu'un, exprimer une opinion sur la vérité d'un fait – les conseils de savoir-vivre en France.

*Extra Reading (Key Words )*: le savoir vivre en Inde

Unit 5 Un bon conseil ! ; Parlez-moi de vous!

(24Hours)

L'expression de déroulement de l'action, les phrases rapportées – le corps, la santé et la maladie – téléphoner, prendre rendez-vous, exposer un problème – les conseils pour faire face aux situations d'urgence.

La place de l'adjectif, la proposition relative, la formation des mots – la description physique et psychologique des personnes, les vêtements et les couleurs – demander/donner une explication – quelques styles comportementaux et vestimentaires en France.

*Extra Reading (Key Words )*: SOS en Inde, les marques internationales des vêtements.

<b>Course outcomes:</b>	<b>Cognitive level</b>
Make use of pronominal verbs to sketch one's routine.	U, Ap
Illustrate habitat in France.	An
Utilize a biography to identify past tenses.	E
Compare family structure in France and in India.	E
Apprise savoir-vivre in class room.	Ap, An
Examine « Style » in a French context.	An
Relate SOS in India and in France.	E

TEXT BOOKS :

ECHO A1 – METHODE DE FRANÇAIS & CAHIER PERSONNEL D'APPRENTISSAGE

Authors: J. Girardet and J. Pécheur

Publication: CLÉ INTERNATIONAL, 2013.

Books for Reference:

La Conjugaison – Nathan

French made easy – Beginners level - Goodwill Publishing

House Je parle français II - Abhay Publications

Le français avec des jeux et des activités – ELI

Langue et la civilisation – I – Mauger Bleu

Note : Texts given in the Extra Reading (Key Words ) must be tested only through Assignment and Seminars.

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)**

**First Year - Semester – II**

<b>Course Title</b>	<b>Practical English – II</b>
<b>Total Hours</b>	<b>90</b>
<b>Hours/Week</b>	<b>6 Hr/ Wk</b>
<b>Code</b>	<b>U19CB2ENT02</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objectives:**

Advanced understanding of Listening, Speaking, Reading & Writing

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Aspects of grammar and pronunciation
CO-2	Effective listening techniques
CO-3	Speaking clearly and Pronunciation
CO-4	Choose the right kind of material to read for research
CO-5	To know the components of high IMPACT writing

**Unit I**

**18 hrs**

**Vocabulary**

Root – Prefix –Suffix – “word –wide –web” - Spelling rules - Homophones – Homonyms -  
Pronunciation

**Extra Reading/Key Words:** *Pronunciation and Enunciation*

**Unit II**

**18 hrs**

**Listening**

Listening to the unsaid words and messages - Asking questions - Seeking clarification  
-Summarizing - Listening effectiveness Assignment

**Extra Reading/Key Words:** *Deep Listening*

**Unit III**

**18 hrs**

**Speaking**

Speaking clearly and Pronunciation - The power of words and choosing them right  
-Voice and Proxemics - Getting it right across cultures - Speaking Assignment

**Extra Reading/Key Words:** *Personal space and cultural practices*

**Unit IV**

**18 hrs**

**Reading**

Appreciating different genres, styles, authors - Reading for Pleasure (Fiction – Novels, Short  
Story, Poem) - Reading for Inspiration (Autobiography , Self Help books) - Reading for

Research - Identifying the right resources - Books, Periodicals, Magazines, newspaper - Reading off the Internet

**Extra Reading/Key Words:** *Blogs and e-books*

**Unit V**

**18 hrs**

Persuasive Writing Project

Identify the Audience: Who am I writing to- what are their interests - **Mission of the Message:** Identify the Purpose/Goal of the communication - **Plan:** Organizing thoughts – Creating structure – Choosing Flow - **Action:** Write Right- Words – Grammar- Style – Tone – Getting Punctuation right - **Check:** Edit -Rewrite- Simplify – Format - Preparing a pamphlet (eg. Plastic free zones, Drug abuse) - Preparing an ad (eg. Air purifiers, FMCG) - Writing an article (Dream Big, Be Positive) - Movie Review

**Extra Reading/Key Words:** *Different types of writing*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Students will be able to write and spell correctly	PSO4	Ap
CO-2	Improve listening skills by asking questions and seeking clarification	PSO1	Ap
CO-3	Understand the power of words and choose them right	PSO1	Ap
CO-4	Enable the learners to read for research, choose the right source and develop reading from the internet source	PSO1	Ap
CO-5	Become effective in writing and understanding the target audience	PSO1	Ap
CO-6	Enhances Communication Skills	PSO1	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**Reference Books:**

1. The Hindu, The New Indian Express, etc.
2. [www.ThoughtCo.com](http://www.ThoughtCo.com)
3. [www.bbc.co.uk](http://www.bbc.co.uk)
4. [learnenglish.britishcouncil.org/en](http://learnenglish.britishcouncil.org/en)
5. <https://www.teachingenglish.org.uk/>
6. [www.businessballs.com](http://www.businessballs.com)
7. [www.ted.com](http://www.ted.com)
8. [www.inktalks.com](http://www.inktalks.com)

- 9. Technical Communication by Meenakshi Raman**
- 10. Business Communication by Namitha Gopal**
- 11. High School English Grammar – Wren and Martin**
- 12. Word Power Made Easy – Norman Lewis**

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)  
Second Year - Semester – II**

<b>Course Title</b>	<b>MAJOR CORE 3 - COST ACCOUNTING</b>
<b>Total Hours</b>	<b>90</b>
<b>Hours/Week</b>	<b>6 Hrs / Wk</b>
<b>Code</b>	<b>U19CB5MCT03</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>5</b>
<b>Marks</b>	<b>100</b>

**GENERAL OBJECTIVE**

To enable the students to understand the basic principles of Cost Accounting & to develop skills in the preparation of Cost Accounts.

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Remember, understand and evaluate the accounting procedure in preparation of cost sheet, tender & quotation.
CO-2	Understand the various methods of pricing of materials.
CO-3	Understand the meaning of labour turn over & apply the knowledge to compute labour cost & methods of wage payment and recall the meaning of overhead, allocation, apportionment, absorption & compute machine hour rate.
CO-4	Apply the knowledge for preparation of accounts related to specific order & operation cost.
CO-5	Apply the knowledge for preparation of accounts related to specific order & operation cost.
CO-6	Recall the meaning of service costing in view of transport costing & understand the accounting concepts of reconciliation statement.

**UNIT – I INTRODUCTION**

**15 Hrs**

Cost Accounting; Scope and Objectives - Cost Center and Cost Unit - Cost Accounting and Financial Accounting - Methods and Techniques of Costing. Cost Concepts and Classification - Cost Sheet - Tenders and Quotations.

**Extra reading /Key words** : *Cost Concepts*

**UNIT – II MATERIAL COST**

**15 Hrs**

Material Cost : Purchase Control - Stores Control - Fixation of various levels - Perpetual Inventory System - ABC analysis; Control over Issues - Methods of pricing material issues - FIFO, LIFO and Base Stock Method.

**Extra reading /Key words** : *Pricing of Material*

**UNIT – III LABOUR AND OVERHEADS COST**

**15 Hrs**

A. Labour Cost: Labour Turnover - Idle time, Overtime - Computation of Labour Cost - Systems of wage payment - Premium and Bonus Plan.

B. Overheads: Classification - Allocation and Apportionment of overheads - Bases of apportionment - Absorption of overheads - Machine Hour Rate.

**Extra reading /Key words** :*Incentives*

**UNIT – IV CONTRACT COSTING AND PROCESS COSTING 15 Hrs**

A. Contract Costing - Cost Plus Contracts.

B. Process costing - Normal loss - Abnormal loss - Abnormal gain (excluding Inter process profit & equivalent production).

**Extra reading /Key words** :*Notional Profit, Scrap wastage*

**UNIT – V SERVICE COSTING AND RECONCILIATION OF COST & FINANCIAL ACCOUNTING 15 Hrs**

A. Service Costing –Transport Costing.

B. Reconciliation of cost and financial accounts: Need for reconciliation – causes for disagreement in profits – Preparation of reconciliation statement.

**Extra reading /Key words:** *Memorandum reconciliation statement.*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**COURSE OUTCOMES:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Classify the cost and demonstrate evaluate the accounting procedure in preparation of cost sheet, tender & quotation	PSO-2	Ap
CO-2	Interprets the various methods of pricing of materials	PSO-3	R, U
CO-3	Develop knowledge to compute labour cost & Identify methods of wage payment and Construct machine hour rate.	PSO-4	R, U, Ap
CO-4	Distinguish specific order & operation costing and prepares contract account and process account.	PSO-4	R, U, Ap
CO-5	Explain the concepts related to transport costing and summarize the accounting procedure for reconciliation statement.	PSO-2	Ap
CO-6	Enhances accounting skills relevant to production units	PSO-2	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**Theory - 20%          Problems - 80%**

**PRESCRIBED TEXT:**

➤ Reddy & Hari Prasad Reddy, (2008), *Cost Accounting*, Chennai: Margham Publications.

**BOOKS FOR REFERENCE:**

➤ Jain S.P.&Narang K.L., *Cost Accounting*, Kalyani Publishing House.

➤ Horngren, Charles, Foster and Datar, *Cost Accounting-A Managerial Emphasis*, New Delhi: Prentice - Hall of India.



- Khan M.Y and Jain P.K, *Management Accounting*, New Delhi: Tata McGraw Hill.
- Maheshwari S.N,. *Advanced Problems and Solutions in Cost Accounting*, New Delhi: Sultan Chand.
- Arora M.N. *Cost Accounting-Principles and Practice*, New Delhi: Vikas Publishing House.
- Pillai & Bhagawati,. *Cost Accounting*, New Delhi: Sultan Chand.

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)  
Second Year - Semester – II**

<b>Course Title</b>	<b>MAJOR CORE 4-PRINCIPLES OF BANKING</b>
<b>Total Hours</b>	<b>75</b>
<b>Hours/Week</b>	<b>5Hrs/ Wk</b>
<b>Code</b>	<b>U19CB2MCT04</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>4</b>
<b>Marks</b>	<b>100</b>

**GENERAL OBJECTIVE:**

To provide an understanding of banking law and practices and basic knowledge on the recent trends in banking

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Explain the concepts of commercial banks, RBI its organization, functions, credit creation and control.
CO-2	Summaries banker and customer relationship of various bank account operations and transactions as per banking regulation Act 1949
CO-3	Discuss in detail about the Negotiable Instrument Act, endorsements, paying banker and collecting banker as per bank rules
CO-4	Enumerate the procedure and policies adopted by banks to provide loans and advances for customers
CO-5	Describe the recent trends in e banking and Indian Financial network

**UNIT- I INTRODUCTION TO BANKING**

**15 Hrs**

Commercial Banks - Functions - Credit creation - Reserve Bank of India - Organization and functions - Methods of credit control. Business of Banking Companies- Control over Management- Prohibition of certain activities in relation to banking companies

**Extra reading /Key words** : *Financial intermediation, informational asymmetries*

**UNIT - II BANKER AND CUSTOMER RELATIONSHIP**

**15 Hrs**

Banker and Customer relationship - Special features - Different types of accounts - Opening and closing of accounts - Forms used in the operation of bank account - Cheque book, Pass book, Mistakes in the pass book - Special types of account holders.

**Extra reading /Key words** : *Relationship banking strategy, bank marketing*

**UNIT- III NEGOTIABLE INSTRUMENTS**

**15 Hrs**

Negotiable instruments - Definition - Cheques - Features - Holder and holder in due course - Payment in due course. Crossing - Different types. Endorsements - Different kinds. Paying banker - Material alteration - Refusal of payment by banks - Statutory protection to the paying banker. Collecting banker - Statutory protection.

**Extra reading /Key words** : *Securitization, Remittance services*

**UNIT - IV LOANS AND ADVANCES**

**15 Hrs**

Loans and advances - Principles of good lending - Credit worthiness of borrowers - Modes of securing advances - Lien, Pledge, Mortgage and Hypothecation - Advances against different types of securities - Goods, Documents of title to goods, Life Insurance Policies, FDR, Government Securities.

**Extra reading /Key words** : *Loan syndication, bancassurance*

**UNIT - V RECENT TRENDS IN BANKING**

**15 Hrs**

E-Banking – Internet Banking – Telephone Banking – Mobile Banking – ATMs – Cash Machine – Electronic Money - Electronic Fund Transfer System (EFT) – RTGS, NEFT, MICR, KYC norms, clearing house. Indian Financial Network – Customer Grievances Redressal and Ombudsman.

**Extra reading /Key words** : *Core banking, control mechanism*

**Note: Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.**

**Course Outcomes:**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Identify the functions of the Commercial & Reserve Bank of India.	PSO-2	U
CO-2	Examine the various kinds of banker and customer relationship	PSO-2	U
CO-3	Explain the features of Negotiable instruments and the role of paying banker and collecting banker as per bank rules	PSO-5	U
CO-4	Classify the different Modes of securing advances	PSO-5	U
CO-5	State the recent trends in e-banking	PSO-1	U
CO-6	Enhances Employability skills in Banking sector	PSO-5	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**PRESCRIBED TEXT:**

Sundaram & Varshney P.N.

: Banking Theory Law and Practice;  
Sultan Chand Sons; New Delhi.

**BOOKS FOR REFERENCE:**

➤ Tannan M.L

: Banking-Law and Practice in India;  
Indian Law House, New Delhi.

➤ Gordon & Natarajan

: Banking Theory Law and Practice;  
Himalayas Publishing House,  
New Delhi.

**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPALLI – 620 002.**

**B.Com - Business Process Outsourcing (For Candidates admitted from June 2019 onwards)**

**First Year - Semester – II**

<b>Course Title</b>	<b>Allied 3 – Quality and Customer Service</b>
<b>Total Hours</b>	<b>60</b>
<b>Hours/Week</b>	<b>4 Hrs Wk</b>
<b>Code</b>	<b>U19CB2ACT03</b>
<b>Course Type</b>	<b>Theory</b>
<b>Credits</b>	<b>3</b>
<b>Marks</b>	<b>100</b>

**General Objectives:**

To understand the importance of quality in service industry and the importance of customer service.

**Course Objectives:**

<b>CO No.</b>	<b>Course Objectives</b>
CO-1	Understand “quality” in the service industry
CO-2	Understand SLA
CO-3	To understand Six Sigma
CO-4	Understand what customer service is
CO-5	To identify different kinds of customers

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

**UNIT – I: QUALITY - APPROACHES**

**12 Hrs**

The quality journey & Quality Gurus/Movements- Deming- Juran- Crosby. Total Quality- Kaizen – ISO - Quality in the Service Industry and in BPOs

**Extra Reading / Keywords:** *Cost of poor quality*

**UNIT – II: UNDERSTANDING SLAs**

**12Hrs**

SLAs – Definition -Identifying, Defining, Measuring, Monitoring SLAs -Different Transactions- Verticals. TAT. Response vs. Resolution - Financial and performance implications - Leading and lagging metrics and indicators - Using SLAs to manage and drive desired outcomes.

**Extra Reading / Keywords:** *Service Level Management*

**UNIT – III: SIX SIGMA**

**12 Hrs**

Overview of Six Sigma - Origin - Key concepts of Six Sigma and the Six themes of Six Sigma - Old Quality Systems vs Six Sigma - Applying Six Sigma to the BPO Industry - The DMAIC process, DMADV and DFSS – What, When, Where, Why, How - Process Mapping - Roles in Six Sigma- Belts in Six Sigma and their contribution

**Extra Reading / Keywords:** *Six sigma in Total Quality Management*

## UNIT – IV: Customer Service

12 Hrs

Who is a customer?-What is customer service?-Why do we need to treat our customers well? Consequences of not treating them well - Customer Expectation-How to treat our customers- Kinds of Customers-Customer Needs-Variety of customers- Managing Customers pro- actively - From Customer Satisfaction to Customer Delight-Bad, Good and Excellent customer service – What it is and the results it creates

**Extra Reading / Keywords:** *Brand image/value*

## UNIT – V: Creating the Customer Experience

The Customer Experience – Moments of Truth - Customer Behaviour-Handling Different types of customers - Demanding Customer-passive customer-Overfriendly customer-‘I know it all’ customer-Irate customer - Customer Complaints-Service Recovery- Handling grievances/objections-The Internal Customer - Types of BPO Customers, Client and Customer Management in BPOs

**Extra Reading / Keywords:** *Customer Relationship Management*

**Note:** Texts given in the Extra reading /Key words must be tested only through Assignment and Seminars.

### Course Outcomes:

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO-1	Overview of quality ,quality gurus and quality in the BPO industry	PSO2	R, U
CO-2	Knowledge of Service Level Agreement , requirement and preparation of SLA	PSO2	U, Ap
CO-3	Introduction to six sigma and its contribution to BPO.	PSO1	U, Ap
CO-4	Understanding customer and customer service.	PSO2	U
CO-5	Learning how to deliver excellent customer service.	PSO1	U
CO-6	Enhance Employability skills	PSO2	Ap

**PO – Programme Outcomes; CO – Course Outcome; R- Remember; U- Understand; Ap – Apply; An – Analyse; E- Evaluate; C – Create**

### References

#### Text Books:

Student Manual

#### Reference Books:

1. Bhasin. Customer relationship management. Wiley Dreamtech.
2. Dyche. Customer relationship management handbook. Prentice Hall.
3. Knox, Simon. Payne, Adrian. & Maklan, Stan. Customer relationship management. Routledge Inc.
4. Kumar, Alok. Customer relationship management: concepts & cases (second edition). PHI Learning.
5. Sheth, J. N. Parvatiyar, A. & Shainesh, G. Customer relationship management: emerging concepts, tools & applications. Tata McGraw- Hill Education.

(For the candidates admitted from 2015 onwards)  
**HOLY CROSS COLLEGE (AUTONOMOUS),**  
**TIRUCHIRAPPALLI B.A/B.Sc./B.Com/B.R.SC/B.C.A/ B.B.A**  
**DEGREE EXAMINATION SEMESTER- II**

<b>Course Title</b>	<b>SKILL –BASED ELECTIVE 1: SOFT SKILL DEVELOPMENT</b>
<b>Total Hours</b>	<b>30</b>
<b>Hours/Week</b>	<b>2</b>
<b>Code</b>	<b>U15RE2 SBT01</b>
<b>Course Type</b>	Theory
<b>Credits</b>	<b>2</b>
<b>Marks</b>	<b>100</b>

**General Objective:**

The student understands the need for the development of self-esteem, team spirit and communicative skills to prepare themselves for self-development.

Course Outcomes:

**The student will be able to**

1. Understand the importance of self-awareness, values and leadership skills in capacity building
2. Understand and analyze the factors affecting interpersonal skills
3. Understand and evaluate the concepts of vision, mission and goals for corporate skills
4. Understand, apply and analyze the importance of body language, time management and stress management
5. Understand the concept and need for self-development plan

UNITI:

6hrs

**Individual Capacity Building**

Self awareness- building self-esteem- importance of having a strong self – esteem – developing positive attitude-. Anchoring on principles: Universal principles and values – forming & inculcating values- Leadershipskills.

**Extra reading / Key Words:** *Biographies of any 2 Indian leaders*

UNITII:

6hrs

**Interpersonal skills**

Trust-trustworthiness-interpersonal communication –art of listening, reading and writing –art of writing –building relationship-empathy.

**Extra reading / Key Words:** *Tips for building relationship*

UNITIII:

6hrs

**Corporate skills**

Vision, mission and goals: Concepts, vision setting, goal setting, Individual and Group goals, Concept of synergy, team building, group skills.

**Extra reading / Key Words:** *Group dynamics and communication skills*

UNITIV:

6hrs

**Management skills**

Developing Body Language – Practicing etiquette and mannerism –Stress Management – Time Management Prioritization Importance and urgent activities- Time management to move towards life vision.

**Extra reading / Key Words:** *Polite conversations and dialogue skills*

UNITV:

6 hrs

**Self Development Plan**

Concept and Need for Self Development Plan – Preparing Self Development Plan 9 Format is used to complete the self development Plan), Monitoring and Evaluation of self Development plan – Developing indicators for self development introduction to National Skill Development Mission.

**Extra reading / Key Words:** *Case study*

Note: Extra reading/Key words are only for internal testing(Seminar/Assignment) Course

Course Outcome:

1. explain the importance of self-awareness, values and leadership skills in capacity building
2. analyze the factors affecting interpersonal skills
3. evaluate the concepts of vision, mission and goals for corporate skills
4. apply and analyze the importance of body language, time management and stress management
5. summarize the concept and need for self-development plan

REFERENCES:

Alex K.(2012) Soft Skills – Know Yourself & Know the World, S. Chand & Company Ltd., New Delhi Meena K. Ayothi V. (2013). A Book on Development of Soft Skills (Soft Skills: A Road Map to Success), P.R. Publishers & Distributors, Trichy.

Francis Thamburaj S.J. (2009). Communication soft skills for Professional Excellence, 1<sup>st</sup> Ed., Grace Publishers, Rathan Reddy B.(2005). Team Development and Leadership, Jaico Publishing House, Mumbai.

(For Candidates admitted from June 2015 onwards)  
**HOLY CROSS COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI-2**  
**B.A/B.Sc./B.Com/B.R.Sc/B.C.A-DEGREE COURSES**  
**LIFE ORIENTED EDUCATION**  
**CATECHISM – I: GOD OF LIFE**

**HRS /Wk:1**

**CODE: U15VE2LVC01**

**CREDIT: 1**

**MARKS: 100**

**OBJECTIVES:**

- To enable the students to know God and his Salvific acts through Holy Bible
- To enable the students to know about the Paschal Mystery

**UNIT – I: CREATION AND COVENANT**

Study from petty catechism - Genesis - God revealed himself in creation -God who preserves creation through covenants (Pentateuch) -Our response to God's covenant -Reason for its success and failure - The relationship of God with Israel -Image of God in Old Testament-God and me

**UNIT – II: GOD OF THE PROPHETS**

God's care for the humanity through Prophets-Major (Isaiah, Jeremiah) Minor (Amos) and Women (Deborah) - Prophets-Their life and mission - Theology of Prophets -Concept of sin and collective sins expressed by prophets and God's saving love

**UNIT – III: GOD OF WISDOM**

God experience through wisdom Literature, its origin and growth

**UNIT – IV: SYNOPTIC GOSPELS**

Synoptic Gospels and John's Gospel – Author –historical background –Chief message of each Gospel and for whom it was written. A few passages for the study of parallelism in the synoptic gospels

**UNIT – V: LUKE'S GOSPEL**

Study of Luke's Gospel in detail – specialty of the gospel – main emphasis of the message – meaning and blessing of suffering and paschal joy in one's life.

Passion – Paschal mystery

**REFERENCES:**

1. Catechism of the Catholic Church published by Theological Publications in India for the Catholic Hierarchy of India,1994
2. The Holy Bible Revised Standard Version with Old and New Testaments Catholic Edition for India.
3. Vaalvin Valizha – St. John's Gospel – Fr.Eronimus



(For Candidates admitted from June 2015 onwards)  
**HOLY CROSS COLLEGE (AUTONOMOUS), TIRUCHIRAPPALLI-2**

**B.A. /B.Sc. / B.Com. / B.R.Sc. / B.C.A. DEGREE**  
**COURSE LIFE ORIENTED EDUCATION**

**ETHICS – I: RELIGION AND VALUE SYSTEMS**

**HRS /WK:1**

**CODE: U15VE2LVE01**

**CREDITS :1**

**MARKS : 100**

**OBJECTIVES:**

- To Understand My and Other Religions and Culture
- To Appreciate My and Other Religions and Culture
- To Learn from other Religions and Culture
- To Interact with My and Other Religions and Culture to enhance my faith in my religion.
- To help the students to become aware of the negative forces of religions.

**UNIT – I: RELIGION**

God – concept of faith, Faith, Meaning, Definition, Nature, Characteristics and Basic values of different religions. Impact of Globalization on religion – Importance of worship in holy places – celebration, come-union, socialization.

**UNIT – II: DIFFERENT RELIGIONS**

Basic characteristics and basic thoughts- Buddhism, Christianity, Hinduism, Islam, Jainism and Sikhism

**UNIT – III: UNITY OF RELIGION**

Unity of Vision and Purpose- Respect for Other's Faith, Inter Religious Co-operation, Religious Pluralism as a fact and Religious Pluralism as a value.

**UNIT – IV: FUNDAMENTALISM, COMMUNALISM AND SECULARISM**

Meaning and impact of Fundamentalism-Communalism-Violence and terrorism – Tolerance  
– Secularism -Individualism

**UNIT – V: VALUE SYSTEMS**

Value and Value Systems - Moral Values -Individuals and the need to stand for values in the concept of Globalization – Consumerism - Will power to live up to your values - Healthy body for empowerment – Physical health and Mental hygiene, food and exercises.

**REFERENCES:**

1. Social Analysis (a course for all first year UG students), 2001. Department of Foundation Courses, Loyola College, Chennai-34.
2. Special topics on Hindu Religion, 2001. Department of Foundation Courses, Loyola College, Chennai-34.
3. Religion: the living faiths of the world, 2001. Department of Foundation Courses, Loyola College, Chennai-34.
4. Sydney Am Meritt, 1997. Guided meditations for youth.
5. Marie Migon Mascarenhas, 1986. Family life education- Value Education, A text book for College students.

(For Candidates admitted from June 2015 onwards)  
**HOLY CROSS COLLEGE(AUTONOMOUS) TRICHIRAPALLI-2.**

**B.A/ B.Sc/ B.Com/ B.R.Sc/ B.C.A DEGREE COURSES LIFE  
ORIENTED EDUCATION**

**BIBLE STUDIES – I: NEW TESTAMENT**

**HRS /Wk :1**

**CODE: U15VE2LVB01**

**CREDIT : 1**

**MARKS : 100**

**OBJECTIVE:**

- Developing the passion for the Word of God – Jesus and inculcating the thirst of Missionaries being a disciple of Christ.

**UNIT – I: BIBLE – THE WORD OF GOD**

- Books of the Bible – Division into Old Testament and New Testament – history of the Bible-
- Messiah Prophecies(Isaiah 9:6,40:3,53:1-12,61:1-3,Micah5:2)
- The Birth and Ministry of John the Baptist (Luke 1:1-80,Mat3:1-17,14:1-12)
- The Birth, Passion and Resurrection of Jesus (Luke 1:26-80,2:1-52,John 1:18-21)

**UNIT – II: MINISTRY OF JESUS**

- Miracles (Mark 2:1-12,Luke 4:38-41,6:6-11,7:1-17,8:26-56,John2:1-12)
- Parables (Luke6:46-49,8:4-15,10:25-37,15:1-32)
- Preaching
  - Sermon on the mount (Mat5-7)
  - Lord's Prayer (Luke 11:1-13)
  - Kingdom of God (Mat 13:24-50)
- Prayer life of Jesus (Luke 5:12-16,John 11:41-45,17:1-26,Mark14:32-42)
- Rich and Poor (Luke 16: 19-31,21:1-4)
- Women Liberation (John4:1-30,8:1-4)
- Women in the New Testament
- Martha & Maria (Luke 10: 38- 42, John 11:1-46)

### UNIT – III: CHURCH – BIRTH AND GROWTH

- Early Church
- Birth (Acts 2:1-41)
- Unity and sharing (Acts 2:42-47, 4:1-37, 5:1-11)
- Witnessing life (Acts 3:1-26, 5:12-42, 8:26-40, 16:20-34)
- Comparison between early Church and present Church.

### UNIT – IV: DISCIPLES AND APOSTLES

- Mother Mary (Mother of Jesus) (Luke 1: 27-35, John 2: 1-12, 19:35, Acts 1:13-14)
- Betrayal and the change in the life of St. Peter (Luke 22:1-7, Acts 2:1-41, 12:1-17)
- St. Andrew (Mat 4:18-20, John 1:35-42, 6:1-14)
- St. Stephen (Acts 6, 7)
- St. Paul (Acts 8, 9, 14, 17, 26 and 28)

### UNIT – V: MISSIONARIES AND EVANGELISTS

- St. Thomas (John 20:24-31) & Missionary to India \ Pandithar Rama Bai
- William Carrie
- Dr. Ida Scudder & St. Britto (Oriyur)
- Amy Carheal
- Mother Teresa (Calcutta)
- Devasagayam (Nagercoil)
- Staines & Family

### REFERENCES:

1. John Stott, 1994, “**Men with a Message**”, Angus Hudson Ltd. London.