

**Bachelor of Commerce (B.Com.)-
E-Commerce Operations**

4 Year

**Apprenticeship Embedded Degree
Program (AEDP)**

Semester	Type of Course	Credit	Course Title	Total Credits
I	MJC-1	6	Introduction to E-Commerce: Logistics, Operations & Outsourcing	20
	MIC-1	3	Inventory & Warehouse Management	
	MDC-1	3	Cost Accounting	
	SEC-1	3	To be chosen from the basket of courses	
	AEC-1	2		
	VAC-1	3		
II	MJC-2	6	MIS for Ecommerce and Material Handling	20
	MIC-2	3	First and Last Mile Operations	
	MDC-2	3	Corporate Accounting & Reporting	
	SEC-2	3	To be chosen from the basket of courses.	
	AEC-2	2		
	VAC-2	3		
III	MJC-3	5	E-commerce Customer Service	20
	MJC-4	4	Reverse Logistics	
	MIC-3	3	Hub and Line & Fulfilment Operations	
	MDC-3	3	Management Accounting	
	SEC-3	3	To be chosen from the basket of courses.	
	AEC-3	2		
IV	MJC-5	5	Sustainable Development & Corporate Social Responsibility	20
	MJC-6	5	Packaging for E-Commerce	
	MJC-7	5	Business Data Analysis	
	MIC-4	3	Business Application Software	
	AEC-4	2	To be chosen from the basket of courses	
V	-	20	Apprenticeship	40
VI	-	20	Apprenticeship	
VII	-	20	Capstone/Research Project	40
VIII	-	20	Capstone/Research Project	
Total		160		160

Programme Learning Outcomes (PLO)

Bachelor of Commerce (B.Com.) – E-Commerce Operations

Apprenticeship Embedded Degree Programme (AEDP)

Duration: 4 Years | Total Credits: 160

Upon successful completion of this programme, learners will be able to:

1. Demonstrate conceptual and applied knowledge of e-commerce operations, including logistics, supply chain management, reverse logistics, packaging, and data analytics, within national and global business contexts.
2. Apply professional skills in planning, executing, and managing e-commerce logistics processes, including first-mile, line haul, last-mile delivery, inventory management, and warehousing, using contemporary tools and technologies.
3. Analyze business operations using management information systems, business data analysis, and accounting techniques to support decision-making, cost control, and performance measurement.
4. Integrate principles of sustainability, corporate social responsibility, and ethical governance into e-commerce operations, ensuring environmentally and socially responsible business practices.
5. Effectively communicate and collaborate in professional business environments, demonstrating abilities in customer service, stakeholder engagement, and cross-functional teamwork.
6. Engage with industry practices through structured apprenticeships, developing workplace competencies, professional attitudes, and readiness for employment or entrepreneurship in the e-commerce sector.
7. Design and implement solutions using digital platforms, automation, and data-driven strategies to enhance operational efficiency, customer satisfaction, and business innovation.
8. Demonstrate lifelong learning, adaptability, and continuous skill development, including awareness of emerging technologies, business trends, and regulatory frameworks relevant to e-commerce operations.

SEMESTER-I

Semester	Type of Course	Credits	Course Title
Semester I	MJC-1	6	Introduction to E-Commerce: Logistics, Operations & Outsourcing
	MIC-1	3	Inventory Management & Warehouse Management
	MDC-1	3	Cost Accounting
	SEC-1	3	To be chosen from the basket of courses as per the approved ordinance & regulation for Universities in Bihar
	AEC-1	2	
	VAC-1	3	

Paper 1: Introduction to E-Commerce: Logistics, Operations & Outsourcing

Unit 1: Basics of E-Commerce & Logistics Operations

E-Commerce-Meaning, Role & Revolution of E-commerce & Logistics Operations- Challenges & Impact of E-commerce & Logistics Operations on the world and global trade. Roadmap of e-commerce in India. Regulatory policies and impact on e-commerce logistics. - Disruption in E-commerce logistics.

Unit 2: Logistics and System Concept, Objectives and Role of Logistics

Introduction-Logistics Functions and Management-Role of Logistics in the Supply Chain- Catalysts for Outsourcing Trends -Benefits of Logistics Outsourcing-Third- and Fourth-Party Logistics- Logistics goals and types-General capacity theory in logistics-Inbound and outbound operation- Capacity management in inbound and outbound logistics

Unit 3: Types of E-Commerce Logistics in India

Business to Consumer (B2C) - Business model and challenges. -Business to Business (B2B) - Business model and challenges. Consumer to Consumer (C2C) - Business model and challenges. -Other E-Commerce Models- Integrating Logistics into the Operations Process- Assessment, Planning, Preparing, Executing and Terminating for Logistics Operations

Unit 4: Impact of Technology on E-Commerce Logistics

Role and advantages of technology in e-commerce logistics. -Technology disruption and innovation in e-commerce logistics- Challenges in adopting technology in Indian e-commerce logistics. -Major upcoming technologies and systems in e-commerce logistics- GPS tracking- Drone Delivery-Electric vehicle delivery systems

Unit 5: Future of E-Commerce in India

Growth projections for e-commerce in India-Upcoming regulations and their likely impact on e-commerce logistics Global research on e-commerce logistics. Integration with stock & order processing systems-Systems used in Inbound and outbound operations-Systems used

for Value-added delivery options (premium/express / scheduled / location mapping)-
Customer and Support Relationships

Unit 6: Introduction

- What is Outsourcing?
- Why do companies outsource?
- When to Outsource?
- How to implement outsourcing?
- Problems with outsourcing

Unit 7: Ecommerce Outsourcing

- What is Ecommerce Outsourcing?
- How do Ecommerce Outsourcing help Business?
- The Big Benefits of Outsourcing Your eCommerce
- Best countries for Ecommerce Outsourcing and why?

Unit 8: Outsourcing Strategic Assessment

- Business Value Assessment
- Operational Assessment
- Financial Assessment
- Risk Assessment
- Integrating the four risk elements

Unit 9: Outsourcing Risk Management

- Hidden Cost of Outsourcing
- Models of Outsourcing
- What risk are there with outsourcing?
- Techniques and tools to assess risk

Unit 10: Future

- Will outsourcing continue to grow in the years to come?
- Future outsourcing trends
- Future of outsourcing in India

Textbooks & Suggested Readings:

1. Course Material Prepared by Logistics Sector Council (LSC)
2. E-Commerce an Indian Perspective P.T. Joseph, S.J.- PHI publication
3. IT Encyclopedia.Com: Volume 8: Parag Diwan & Sunil Sharma: E commerce - Pentagon Press.
4. E-Commerce Strategies: Charles Trepper – PHI

5. S. R. Bhansali, Information Technology Act, 2000, University Book House Pvt. Ltd., Jaipur.

6. Essential Cyber security Science, Josiah Dykstra, 2017 – O'Reilly

Paper 2: Inventory Management & Warehouse Management

Unit 1: Introduction to Inventory Management

What is inventory management- Why is inventory management important-Role in inventory management in e-commerce supply chain-Inventory management terms-Types of inventories in e-commerce supply chain -Management of inventory in e-commerce supply chain.

Unit 2: Basic Inventory Management Techniques and Relevance to E-Commerce Logistics

Economic order quantity-Minimum order quantity -ABC analysis. -Just-in-time inventory management. -Safety stock inventory. -FIFO and LIFO. -Batch tracking. -Consignment Inventory-Perpetual inventory management-Six Sigma and Lean Six Sigma-Demand Forecasting-Cross-docking-Bulk shipments.

Unit 3: Key Inventory Management Metrics

Inventory turnover-Safety stock -Reorder Point-Backorder Rate-Carrying cost of inventory

Unit 4: Inventory Management Software

What is inventory management software - Features of good quality software. -Choosing the correct warehousing management system.

Unit 5: Latest Trends in Inventory Management

Predictive picking using artificial Features of good quality software-Choosing the correct warehousing management system-Omni channel inventory management solutions-Streamlined management of returned inventory -Streaming Analytics-Advanced sales forecasting-new inventory management skills.

Unit 6: Introduction to Warehouse (Storage and Packaging)

Background–Need for Warehouse – Importance of warehouse - Types of Warehouses - Broad functions in a warehouse - warehouse layouts and layout related to functions. Associate warehouse -Its functions - equipment available in associate ware house - Video on warehouse – Visits to ware houses - Warehouse Organization Structure - Benefits of Warehousing.

Unit 7: Receiving and Dispatch of Goods in Warehouse

Various stages involved in receiving goods – Stages involved receipt of goods- Advanced shipment notice (ASN) or invoice items list- Procedure for Arranging of goods on dock for counting and Visual inspection of goods unloaded- Formats for recording of goods unloaded from carriers Generation of goods receipt note using computer- Put away of Goods- Put away list and its need-Put away of goods into storage locations - storage location codes and its application- Process of put away activity- Procedure to Prepare Warehouse dispatches

Unit 8: Warehouse Activities

Explain receiving, sorting, loading, unloading, Picking Packing and dispatch, activities and their importance in a warehouse - quality parameters- Quality check-need for quality check- importance of quality check. Procedure to develop Packing list / Dispatch Note-Cross docking method - Situations suited for application of cross docking -Information required for coordinating cross docking- Importance of proper packing-Packing materials -Packing machines -Reading labels

Unit 9: Warehouse Management

Warehouse Utilization Management- Study on emerging trends in warehousing sector - DG handling -use of Material Handling Equipment's in a warehouse - Inventory Management of a warehouse - Inbound & Outbound operations of a warehouse and handling of Inbound & Outbound operations. Distribution – Definition – Need for physical distribution – functions of distribution – marketing forces affecting distribution. The distribution concept – system perspective. Channels of distribution: role of marketing channels – channel functions – channel structure –designing distribution channel – choice of distribution channels

Unit 10: Warehouse Safety Rules and Procedures

The safety rules and Procedures to be observed in a Warehouse - Hazardous cargo – Procedure for Identification of Hazardous Cargo - safety data sheet- Instructions to handle hazardous cargo - Familiarization with the industry. Health, Safety & Environment - safety Equipment's and their uses- 5S Concept on shop floor. Personal protective Equipment's (PPE) and their uses.

Textbooks & Suggested Readings:

1. Course Material Prepared by Logistics Sector Council (LSC)
2. Sunil Chopra and Peter Meindl, Supply Chain Management Pearson Education Asia, 3rd edition, 2007
3. Operations Research – Concepts, Problems & Solutions- Kapoor V.K.-Sultan Chand & Sons/2017- 978-81-8054-854-3 (TC-532)
4. Vijay Kumar Khurana, 2007, Management of Technology and Innovation, Anebooks India, Chennai Further Reading Source
5. Simchi-Levi, David, “Designing and Managing Supply Chain”, Tata McGraw Hill, 3rd Edition, 2007. 6. David E Mulcahy, “Warehouse Distribution and Operations Handbook, McGraw Hill, 6th Edition, 1993.
6. J P Saxena, Warehouse Management and Inventory Control- Vikas Publication House Pvt Ltd, First Edition, 2003. 3. Warehouse Management: Automation and Organisation of

Warehouse and Order Picking Systems[With CDROM], Michael Ten Hompel, Thorsten Schmidt, Springer-Verlag, First Edition, 2006.

7. Management Guide to Efficient Money Saving Warehousing, Stephen Frey, Gower, 1982.

8. Kapoor, S. K., & Kansal, P. (2003). *Basics of distribution management: A logistics approach*. PHI Learning Pvt. Ltd.

Paper 3: Cost Accounting

Course Objectives

- To develop understanding among learners about contemporary cost concepts and rational approach towards cost systems and cost ascertainment.
- To provide knowledge about various methods of cost determination under specific situations.
- To acquire the ability to use information determined through cost accounting for decision making purposes.

Course Outcomes

- After completion of the course, learners will be able to:
- Understand and analyse the different cost concepts.
- Analyse various components of cost of production.
- Compute unit cost and total cost by preparing a cost statement.
- Compute employee cost, employee productivity and employee turnover.
- Determine cost for different industries using job costing, process costing, contract costing and service costing.

Unit 1: Introduction

Meaning, scope, objectives and advantages of cost accounting; Difference between financial and cost accounting. Cost concepts and classifications, Cost centre, profit centre and responsibility centre, Overview of elements of cost and preparation of Cost Sheet for manufacturing sector. Role of a cost accountant in an organisation. Cost Accounting Standards (CAS – 4 on Cost of Production / Acquisition / Supply of Goods / Provision of Services) and (CAS – 22 on Manufacturing Cost) as amended from time to time.

Unit 2: Elements of Cost: Material and Employee Cost

- Materials: Accounting and control of purchases, storage and issue of materials. Techniques of inventory control, Periodic and perpetual systems of maintaining inventory records, an overview of methods of pricing of materials issues — FIFO and Weighted Average price method, Valuation of materials as per CAS – 6 on Material Cost, Accounting treatment of losses— Wastage, scrap, spoilage and defectives

- Employee (Labour) Cost: Accounting and Control of employee cost. Time-keeping and time-booking. Employee turnover: meaning, methods of measurement and accounting treatment. Concept and treatment of idle time and overtime. Methods of wage payment and Incentive schemes- Halsey, Rowan, Taylor's differential piece wage.

Unit 3: Elements of Cost: Overheads

Classification, allocation, apportionment and absorption of overheads, Under and over-absorption of overheads; Capacity Levels and Costs; Treatments of certain items in costing like interest and financing charges, packing expenses, bad debts, research and development costs.

Suggested Readings

1. Tulsian, P.C. (2020). Cost Accounting. Delhi, India: S. Chand.
- "Advanced Cost Accounting" by Saxena and Vashist - published by Kalyani Publishers, Cuttack, Odisha.
2. Arora, M.N. (2021). Cost Accounting-principles and practice. Delhi, India: Vikas Publishing House.
3. Goel, R. K., & Goel, I. (2019). Concept Building Approach to Cost Accounting for B.Com (Hons.)/B.Com.. Delhi, India: Cengage Publications.
4. Gupta, S., Reeta, & Prabhakar, R. R. (2021). Cost Accounting for B.Com. Delhi, India: Sultan Chand.
5. Maheshwari, S. N., & Mittal, S. N. (2020). Cost Accounting. Theory and Problems. Delhi, India: Shri Mahaveer Book Depot.
6. Maheshwari, S. N., Mittal S. K. & Mittal, S.N. (2021). Cost Accounting: Principles & Practice, Delhi, India: Shree Mahaveer Book.
7. Mitra, J. K. (2021). Cost and Management Accounting. Delhi, India: Oxford University Press.
8. Nigam, B. M. L. & Jain, I. C. (2023). Cost Accounting: Principles and Practice. Delhi, India: PHI Learning.
9. Singh, S. (2019). Fundamentals of Cost Accounting. Allahabad, India: Kitab Mahal.

Skill Enhancement Courses (SEC)

SEMESTER-1 (SEC-1)

Science	Social Sciences/Arts	Commerce
<ul style="list-style-type: none"> • Advanced Spreadsheet Tools • Basic IT Tools • Creative Writing • Communication in Everyday Life 	<ul style="list-style-type: none"> • Advanced Spreadsheet Tools • Public Speaking in English Language & Leadership • Creative Writing • Communication in Everyday Life 	<ul style="list-style-type: none"> • Advanced Spreadsheet Tools • Digital Marketing • Creative Writing • Communication in Everyday Life

Ability Enhancement Courses (AEC)

SEMESTER-1 (AEC-1)

Science	Social Sciences/Arts	Commerce
Modern Indian Language (MIL)	Modern Indian Language (MIL)	Modern Indian Language (MIL)

Value Added Courses (VAC)

SEMESTER-1 (VAC-1)

Science	Social Sciences/Arts	Commerce
<ul style="list-style-type: none"> • Ayurveda & Nutrition • Financial Literacy • Ethic & Culture • Art of Being happy 	<ul style="list-style-type: none"> • Gandhi & Education • Sports for Life • Ethic & Culture • Art of Being happy • Swachh Bharat 	<ul style="list-style-type: none"> • Digital Empowerment • Sports for Life • Ethic & Culture • Art of Being happy

<ul style="list-style-type: none">• Swachh Bharat• Fit India• Pancha kosha: Holistic Development of Personality• Culture & Communication	<ul style="list-style-type: none">• Fit India• Pancha kosha: Holistic Development of Personality• भारतीय भक्ति परंपरा और मानव मूल्य	<ul style="list-style-type: none">• Swachh Bharat• Fit India• Pancha kosha: Holistic Development of Personality• Culture & Communication
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SEMESTER-II

Semester	Type of Course	Credits	Course Title
Semester II	MJC-2	6	MIS for Ecommerce and Material Handling
	MIC-2	3	First and Last Mile Operations
	MDC-2	3	Corporate Account & Reporting
	SEC-2	3	To be chosen from the basket of courses as per the approved ordinance & regulation for Universities in Bihar
	AEC-2	2	
	VAC-2	3	

Paper 1: Material Handling and MIS for Ecommerce

Unit 1: Management Information Systems

- Information Systems
- Changing Business Environment in Retail
- Management Information System and the Trends business should monitor
- Information and Knowledge-Economy
- Contemporary Approach to Information Systems: Business Analytics and Business Intelligence

Unit 2: Global E-business and Collaboration

- E- Commerce Business Processes and Information Systems
- Types of Information Systems
- Systems for Collaboration and Social Commerce
- The Information Systems Function in Business

Unit 3: Electronic Commerce and the Digital Organization

- Electronic Commerce
- Digital Organization, Role of Digital Technologies
- Customer Segmentation, Personalization and Recommendations
- Role of IT Infrastructure and Cloud Computing

Unit 4: Enhancing Decision Making

- Decision Making and Information Systems
- Business Intelligence in the Enterprise
- Business Intelligence Constituencies
- Building Information Systems including Mashups
- Managing Projects: Project Management Methodology
- Managing Global Systems

Unit 5: Redesigning the Organization with Information Systems

- Systems as Planned Organizational Change
- Business Process
- Process Improvement: Business Process Management
- System Analysis and Change Management
- Systems Design: Agile Architecture

Unit 6: Introduction

Introduction: Materials Management - Evolution, Importance, Scope and Objectives- Interface with other functions. Concept of Logistics and Supply Chain Management and evolution to 4PL-Supply Chain Management - Objectives, Components, Significance, Trade off Customer Service & Cost.

Unit 7: Types of Material Handling Equipment

Storage and Handling Equipment: -Racks, Bins and Drawers., Stacking Frames, Shelves, Mezzanines. Transport Equipment: Conveyors, Cranes, Lifts and elevators. Engineered Systems: Automated Guided Vehicles (AGVs), Automated Storage and Retrieval Systems (AS/RS), Conveyor Systems, Robotic Delivery System. Bulk Material Handling Equipment, Stackers and Reclaimers. Hoppers and Silos.

Unit 8: Material Requirement Planning (MRP)

Material Requirement Planning (MRP)- Advantages over conventional planning (Order Point Method) – Input and output of MRP system - Forecasting - Overview of quantitative and qualitative methods of forecasting - Master Production Schedule - Bill of Materials- BOM Explosion - Material flow in MRP. MRP II. Concept of ERP. (Numerical likely on BOM Explosion, estimating Net requirements).

Design of Material Handling Systems

The Unit Load Concept-In-Process Handling-Distribution.

Unit 9: Quality control of material

Quality control of material: Incoming material quality control-statistical quality control-governmental purchasing practices and procedures-Inventory control & Cost Reduction techniques: Inventory turns ratios-Standardization – need and importance. Codification – concept, benefits. Value Engineering and Value Analysis – concept and process.

Unit 10: Health and Safety

Materials handling and storage systems, Physical distribution logistics- transportation, Traffic and claims management- operations research and related techniques- Principles of Materials Handling system - Materials Handling Equipment – Safety issues.

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)
2. Materials management: procedures, text and cases - A.K. Datta
3. Materials management: An integrated approach - P. Gopalakrishnan
4. Introduction to Materials management - J.R. Tony Arnold & Stephen N. Chapman
5. Materials & Logistics Management - L.C. Jhamb

Paper 2: First and Last Mile Operations

Unit 1: Role of First Mile in E-Commerce Logistics

Difference between First Mile, Line Haul and Last Mile operations. -First Mile Operations - Overview. -Why is First Mile operations important in e-commerce logistics-First Mile process flow.

Unit 2: Shipment Pickup and Processing Operations

Shipment pickup process. -Pickup operations staff - roles and responsibilities. -Pickup coordination. -Safety and security of shipments during pickup-Pickup Documentation- Primary and secondary processing. -Bagging operations. -Manual processing operations- Automated processing operations

Unit 3: Layout of A Processing Centre

Inbound Operations-Processing Operations-Outbound Operations-Safety and security- Processing Centre staff-roles and responsibilities-Productivity-Pickup operations metrics- Processing operations metrics-First Mile dashboard-Pickup and Processing tools and applications-Exceptions in First Mile and impact on operations.

Unit 4: Introduction to Last mile operations

What is the Last Mile in Ecommerce? -Importance of the Last Mile in the supply chain-Last Mile Delivery challenges for e-commerce-Trends in Last Mile delivery-Route optimisation in

Last Mile Operations-Delivery Process& its challenges-Reverse pickup process in Last mile operations and its Challenges -Tools and applications in Last Mile Operations-Metrics to measure in the last file-Automation and technology driving metrics.

Unit 5: Customer service and Prospects of Last Mile Logistics

Customer service and its importance-Good and bad customer service (Dos and Don'ts of customer service)- Relationship between metrics and customer service. -Innovations in Last Mile Logistics-Technology Trends in Last Mile Delivery-Future Prospects

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)

Paper 3: Corporate Accounting & Reporting

Course Objectives

The course aims to:

- Understand the principles of corporate accounting and financial reporting.
- Apply accounting standards and regulations to prepare and analyse financial statements.
- Interpret financial information to assess the financial performance and position of a company.
- Develop skills in financial reporting and disclosure requirements for different stakeholders.
- Analyse contemporary issues and challenges in corporate accounting and reporting.

Course Outcomes

- After completion of the course, learners will be able to:
- Understanding of Corporate Accounting Principles.
- Preparation and Analysis of Financial Statements.
- Interpretation of Financial Information.
- Financial Reporting Skills.
- Analysis of Contemporary Issues.

Unit I: Accounting for Share Capital and Debentures

Types of shares; Issue and Pro-rata allotment of shares; concept & process of book building; forfeiture and reissue of forfeited shares; Issue of rights and bonus shares; ESOPs and Buy Back of shares. Issue and redemption of preference shares; Issue and redemption of debentures;

Unit II: Final Account of Companies including one Person Company (IND-AS.1)

Preparation of financial statements of corporate entities including one Person company (excluding calculation of managerial remuneration) as per Division I and II of Schedule III of the Companies Act 2013; Preparation of Financial Statements.

Unit III: Corporate Reconstruction and Profit or Loss Prior to Incorporation

- Internal Reconstruction: Different forms of Internal Reconstruction; Accounting treatment for alteration of share capital and reduction of the share capital; Preparation of balance sheet after Internal Reconstruction.
- External Reconstruction: accounting for amalgamation in the nature of merger and in the nature of acquisition (IND-As.103)
- Profit or loss Prior to Incorporation: Meaning of profit or loss prior to incorporation; accounting treatment of profit or loss prior to incorporation.

Unit IV: Consolidated Financial statement and Reporting

- Consolidation process and elimination entries, Intercompany transactions, Revaluation of assets and liabilities, non-controlling interests (NCI), equity method investments (IND-As.110), issue of bonus shares and distribution of dividend from pre- and post-acquisition period. Preparation of consolidated financial statements.
- Reporting: Financial reporting (As per IND-As.1), non-financial reporting: Business Responsibility and Sustainability Reporting (As per LORD, SEBI), Environmental Social and Governance Reporting, Sustainability Reporting (As per GRI). Integrated Reporting (As per IIRC)

Suggested Readings

1. Goyal, B. K., Corporate Accounting. New Delhi: Taxman Publication.
2. Jain, S. P., & Narang, K. L. Corporate Accounting. New Delhi: Kalyani Publishers.
3. Maheshwari, S. N., Maheshwari, S. K., & Maheshwari, S. K. Corporate Accounting. New Delhi: Vikas Publishing House.
4. Mukherjee, A., & Hanif, M. Corporate Accounting. New Delhi: Tata McGraw Hill Education.
5. Shukla, M. C., Grewal, T. S., & Gupta, S. C. Advanced Accounts. Vol.-II. New Delhi: S. Chand Publishing.
6. Sehgal, A. Fundamentals of Corporate Accounting. New Delhi: Taxman Publication.
7. Dam, B. B. & Gautam, H. C. Corporate Accounting. Guwahati: Gayatri Publications.
8. Goyal, V. K., & Goyal, R. Corporate Accounting. New Delhi: PHI Learning.

Skill Enhancement Courses (SEC)

SEMESTER-2 (SEC-2)

Science	Social Sciences/Arts	Commerce
<ul style="list-style-type: none"> • Big Data Analysis • Beginners Course to Calligraphy • Introduction to Cloud Computing (AWS) • Personality Development & Communication 	<ul style="list-style-type: none"> • Big Data Analysis • Beginners Course to Calligraphy • Personality Development & Communication • पटकथा लेखन 	<ul style="list-style-type: none"> • Big Data Analysis • Beginners Course to Calligraphy • Business Communication • Personality Development & Communication

Ability Enhancement Courses (AEC)

SEMESTER-2 (AEC-2)

Science	Social Sciences/Arts	Commerce
Environmental Science	Environmental Science	Environmental Science

Value Added Courses (VAC)

SEMESTER-2 (VAC-2)

Science	Social Sciences/Arts	Commerce
<ul style="list-style-type: none"> • Vedic Mathematics • Emotional Intelligence • Yoga Philosophy & Practice • Ethics & Values in Ancient Indian 	<ul style="list-style-type: none"> • Vedic Mathematics • Emotional Intelligence • Yoga Philosophy & Practice • Ethics & Values in Ancient Indian 	<ul style="list-style-type: none"> • Vedic Mathematics • Emotional Intelligence • Yoga Philosophy & Practice • Ethics & Values in Ancient Indian

<p>Tradition</p> <ul style="list-style-type: none">• Constitutional Values & Fundamental Duties• Social & Emotional Learning• Ecology & Literature	<p>Tradition</p> <ul style="list-style-type: none">• Constitutional Values & Fundamental Duties• Social & Emotional Learning• सृजनात्मक लेखन के आयाम	<p>Tradition</p> <ul style="list-style-type: none">• Constitutional Values & Fundamental Duties• Social & Emotional Learning• Ecology & Literature
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SEMESTER-III

Semester	Type of Course	Credits	Course Title
Semester III	MJC-3	5	E-commerce Customer Service
	MJC-4	4	Reverse Logistics
	MIC-3	3	Hub and Line Operations & Fulfilment Operations
	MDC-3	3	Management Accounting
	SEC-3	3	To be chosen from the basket of courses as per the approved ordinance & regulation for Universities in Bihar
	AEC-3	2	

Paper 1: E-commerce Customer Service

Unit 1: Creating the Customer-Centric Organization

- Championing Customer Service
- In-Focused or Customer-Focused: Where Do You Stand?
- Building a Winning Service Strategy
- Better Service through Surveys: Questionnaires, Focus Groups, and Interviews

Unit 2: Communicating Effectively with Customers

- Developing Active Listening Skills
- Speaking in the Positive: Words and Tone of Voice
- Body Language: Yours and Theirs
- Sending a Message Through Physical Surroundings
- Improving Verbal communication
- Understanding Your Customer's Communication Style

Unit 3: Customer Service Strategies

- Anticipating Needs- The Key to Your Customer's Heart
- Ten Principles to Keep Your Clients Happy and Loyal!
- Exceeding Your Clients' Expectations
- The Value of Customer Service Training for Your Staff
- 7 Ways to Make Your Customers Feel Important
- Recovering from Customer Service Blunders
- Five Customer Service Commandments
- When It is Time to Fire a customer

Unit 4: Managing the Customer Encounter

- Showing Customers That You Value Their Business
- Understanding Customer Behaviour and Creating Positive Outcomes
- Asking the Right Questions
- Dealing Effectively with Customer Hand-Offs
- Making the Customer's Problem Your Problem
- Telling the Customer "No"
- Closing the Customer Encounter
- Following Through with the Customer

Unit 5: Customer Service Tools

- The Client Needs Analysis(CNA)
- The Customer Service Survey &Analysis

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)

Paper 2: Reverse Logistics

Unit 1: Introduction

- What is Reverse Logistics & its importance in Ecommerce?
- Reverse Logistics challenges for ecommerce
- Trends in Reverse Logistics
- Implementing the right reverse logistics strategy?
- Types of returns in reverse logistics

Unit 2: Reverse Processes

- Forward vs. Reverse Logistic
- Stages in Reverse logistics: Gate keeping, Collection, Sorting stage, Processing stage.
- Challenges and barriers in Reverse Process
- Tools and applications in Reverse logistic operations

Unit 3: Prospects of Reverse Logistics

- Shipping or redistribution system
- Information system
- Performance management
- Innovations in Reverse Logistics
- Reverse Logistic Market Prospects

Unit 4: Creating value through reverse logistics

- Network design and management integrating reverse logistics, General strategic decisions, target markets, networks, products, Processes
- Strategic, tactical, and operational decisions specific to Reverse logistics
- Monitoring and controlling the value of reverse logistics
- Maintaining partnerships using reverse logistics.

Unit 5: Technology and Reverse Logistics

- New Technology Trends in Reverse Logistics
- Digital Transformation in Reverse Logistics
- AI for Reverse Logistics

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)

Paper 3: Hub and Line Operations & Fulfilment Operations

Unit 1: Introduction

- What is Hub and line Logistics in Ecommerce?
- Importance of line haul Logistics in Ecommerce
- Line haul challenges for ecommerce
- Trends in Line haul Logistics
- How to optimize a Line Haul or Line Haul Network?
- What are the results of optimizing a Line Haul or Line Haul Network?

Unit 2: Inbound Logistics

- What is Inbound Logistics?
- Objectives of Inbound Logistics
- Steps in Inbound Process
- Role of Inbound Supply chain Management in ecommerce logistics

Unit 3: Outbound Logistics

- What is Outbound Logistics?
- Objectives of Outbound Logistics
- Steps in Outbound process
- What are the Differences Between Inbound and Outbound Logistics?
- Tools Utilized by Both Inbound and Outbound Logistics

Unit 4: Machines & Equipment

- Introduction to the machines & equipment used
- Types of sorters
- Types of equipment to handle
- Equipment and machine handling Compliances

Unit 5: Prospects of Line haul Logistics

- Innovations in Line Haul Logistics

- New Technology Trends in Line Haul Logistics
- Future Automated Line Haul Processes
- Line Haul Market Prospects

Unit 6: Introduction to fulfilment operations

- What is Fulfilment?
- Understanding ECommerce Fulfilment
- Logistics Organization Forms in E-Commerce
- Characteristics of Fulfilment Service

Unit 7: Fulfilment Models

- Fulfilment offered as a key service
- Fulfilment offered by sales platforms
- Fulfilment offered by logistics service providers
- Fulfilment offered by other market players

Unit 8: Logistics and Fulfilment Services

- Key Drivers
- Warehousing Aspects
- Freight Transit
- Packaging

Unit 9: Technology in fulfilment

- Fulfilment Processes & platforms
- E-Fulfilment and Customer retention strategies

Unit 10: Prospectus in Fulfilment

- Fulfilment of Bundled Orders using technology
- Mini Fulfilment via tech

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)

Paper 4: Management Accounting

Course Objectives

The course aims to enable students to acquire knowledge of concepts, methods and techniques of management accounting for the purpose of managerial planning, control and decision making.

Course Outcomes

- After completion of the course, learners will be able to:
- Examine the conceptual framework of Management Accounting and identify the differences between various forms of accounting.
- Analyse budgetary control system as a tool of managerial planning and control.
- Evaluate the standard costing system as a tool of managerial control.
- Recognise the concept of marginal costing and cost-volume-profit analysis.
- Analyse techniques of decision making.
- Discuss the concept of responsibility accounting and performance measurement.

Unit 1: Introduction to Management Accounting

Meaning, objectives, nature and scope of management accounting, Difference between different forms of accounting Cost, Financial and Management accounting, Cost control and Cost reduction.

Unit 2: Budgetary Control and Standard Costing Systems

- Budgeting and Budgetary Control: Concept of budget, budgeting and budgetary control; objectives, merits and limitations; Functional Budgets; Fixed and Flexible budgeting; An overview of different approaches to budgeting (Zero base budgeting, Performance budgeting and Programme budgeting)
- Standard Costing and Variance Analysis: Meaning of standard cost and standard costing; advantages, limitations and applications; Variance Analysis material, labour, overheads and sales variances. Control ratios.

Unit 3: Marginal Costing

Concept of marginal cost and marginal costing; Absorption versus Variable Costing: Distinctive features and income determination; Cost volume profit analysis; Break even Analysis Statements, mathematical and graphical approaches; Profit volume ratio, angle of incidence, margin of safety, key factor, determination of cost indifference point.

Unit 4: Decision Making

Steps in Decision making process. Concept of relevant costs. solving various short -term decision making problems using marginal costing and differential costing techniques – Profitable product mix, Acceptance or rejection of special/ export offers, Make or buy, Addition or elimination of a product line, sell or process further, operate or shut down and Pricing decisions.

Suggested Readings:

1. Sharma / Gupta Management accounting, Kalyani publishing house.
2. Management Accounting, 4th Edition Pillai R.S.N. & Bagavathi S. Chand Publishing
3. Arora, M. N. (2019).Management Accounting. Delhi, India: Himalaya Publishing House.
4. Management Accounting: Principles & Practice, 3rd Edition Sahaf M.A. Vikas Publishing
5. COST AND MANAGEMENT ACCOUNTING RAVI M KIS HORE, taxman publishing house.
6. Goel, R. K., & Goel, I. (2019). Concept Building Approach to Management Accounting for B.Com(Hons.), Delhi, India: Cengage.
7. Maheshwari, S. N., & Mittal, S. N. (2019).Management Accounting. Delhi, India: Shri Mahaveer Book Depot.
8. Maheshwari, S. N., Maheshwari, S. K., & Maheshwari, S. K. (2021).Principles of Management Accounting. Delhi, India: Sultan Chand & Sons.
9. Maheshwari, S. N. (2015). Management Accounting and Financial Control. Delhi, India: Sultan Chand & Sons.

10. Shah, P. (2015). Management Accounting. Delhi, India: Oxford University
11. Singh, S. (2023). Management Accounting. Delhi, India: PHI Learning Pvt. Limited.
12. Singh, S. K., & Gupta, L. (2021). Management Accounting: Theory and Practice. Delhi, India: A. K. Publications.
13. Tulsian, P. C., & Tulsian, B. (2023). Advanced Management Accounting.
14. Drury, C. (2020). Management and Cost Accounting. China: Cengage.
15. Horngren, C. T., Foster, G., & Dattar, S. M. (2002). Cost Accounting: A Managerial Emphasis. Delhi, India: Prentice Hall of India Ltd.
16. Khan, M. Y., & Jain, P. K. (2021). Management Accounting. Delhi, India: Tata McGraw Hill Publishing Co.
17. Usry, M. E., & Lawrence, H. H. (2010). Cost Accounting: Planning and Control. Delhi, India: S. Chand.

Skill Enhancement Courses (SEC)

SEMESTER-3 (SEC-3)

Science	Social Sciences/Arts	Commerce
<ul style="list-style-type: none"> • Prospecting E-waste for sustainability • Visual Communication & Photography • Graphic Design & Animation • Statistical Software Package • Communication in Professional Life 	<ul style="list-style-type: none"> • Personal Financial Planning • Visual Communication & Photography • Statistical Software Package • Communication in Professional Life • रचनात्मक लेखन • रंगमंच 	<ul style="list-style-type: none"> • Prospecting E-waste for sustainability • Sustainable Ecotourism & Entrepreneurship • Visual Communication & Photography • Statistical Software Package • Communication in Professional Life

Ability Enhancement Courses (AEC)

SEMESTER-3 (AEC-3)

Science	Social Sciences/Arts	Commerce
Course on Disaster Risk Management	Course on Disaster Risk Management	Course on Disaster Risk Management

SEMESTER-IV

Semester	Type of Course	Credits	Course Title
Semester IV	MJC-5	5	Sustainable Development & Corporate Social Responsibility
	MJC-6	5	Packaging for E-Commerce
	MJC-7	5	Business Data Analysis
	MIC-4	3	Business Application Software
	AEC-4	2	To be chosen from the basket of courses as per the approved ordinance & regulation for Universities in Bihar

Paper 1: Sustainable Development & Corporate Social Responsibility

Course Objectives

- Understand the concepts of sustainable development, corporate social responsibility, and business ethics.
- Explore the relationship between business operations and environmental, social, and governance (ESG) issues.
- Learn about sustainability frameworks, standards, and reporting guidelines.
- Analyse the role of stakeholders in sustainability and CSR initiatives.
- Examine strategies for integrating sustainability and CSR into corporate strategies and operations.
- Assess the impact of sustainability and CSR practices on business performance and stakeholder value.
- Develop skills in sustainability reporting and communication

Course Outcomes

- After completion of the course, learners will be able to:
- Understanding of Sustainable Development and CSR.
- Analysis of Environmental and Social Impacts.
- Knowledge of Sustainability Frameworks and Reporting
- Stakeholder Engagement and Governance.
- Integration of Sustainability into Business Strategy.
- Assessment of CSR Performance and Impact.
- Communication and Reporting Skills.

- Application of Sustainability Principles.

Unit-1: Introduction to Sustainable Development and CSR

Definitions and concepts of sustainable development and CSR, Historical evolution and significance of sustainability and CSR in business, **Environmental Sustainability and Business Operations**; Environmental challenges and impacts of business operations, Sustainable business practices: energy efficiency, waste reduction, resource conservation

Unit-2: Social Responsibility and Stakeholder Engagement

Social issues in business: labour practices, human rights, community development, Stakeholder theory and stakeholder engagement strategies. Governance, Ethics, and Corporate Citizenship; Corporate governance principles and practices, Business ethics and ethical decision-making, Role of corporations in global citizenship and community development.

Unit-3: Sustainability Reporting and Standards

Sustainability reporting frameworks: Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Integrated reporting and triple bottom line accounting, Assurance and verification of sustainability reports. Sustainable Supply Chain Management; Principles of sustainable supply chain management, Supplier engagement and responsible sourcing practices, Supply chain transparency and traceability

Unit-4: CSR Strategy and Implementation

Developing a CSR strategy: goal-setting, implementation, evaluation, CSR integration into corporate culture and operations, Measuring and evaluating CSR performance and impact. Case studies of companies implementing sustainability and CSR initiatives, best practices in sustainable development and corporate social responsibility.

Suggested Readings:

1. *Strategic Corporate Social Responsibility: Stakeholders, Globalization, and Sustainable Value Creation* by William B. Werther and David Chandler. Sage Publications. ISBN: 9788132107372
2. *Corporate Social Responsibility: Readings and Cases in a Global Context* by Andrew Crane, Dirk Matten, and Laura Spence. Routledge. ISBN: 9780367331578
3. *Business Ethics: Decision Making for Personal Integrity and Social Responsibility* by Joseph R. DesJardins. McGraw-Hill. ISBN: 9781260566054

4. *Sustainable Development: Issues and Challenges* by Nandini Sengupta. Sage India. ISBN: 9789353287324
5. *Cannibals with Forks: The Triple Bottom Line of 21st Century Business* by John Elkington. New Society Publishers. ISBN: 9780865713925
6. *The Oxford Handbook of Business and the Natural Environment* edited by Pratima Bansal and Andrew J. Hoffman. Oxford University Press. ISBN: 9780199584456
7. *CSR and Sustainable Development: Issues and Challenges in India* by Sanjay Kapoor. Regal Publications. ISBN: 9788184845951
8. *What Do We Mean by Corporate Social Responsibility?* by Lance Moir. *Corporate Governance*, Vol. 1, No. 2, 2001
9. *Global Reporting Initiative (GRI Standards)* — <https://www.globalreporting.org>
10. *Sustainability Accounting Standards Board (SASB)* — <https://www.sasb.org>
11. *Integrated Reporting Framework (<IR>)* — <https://integratedreporting.org>
12. *United Nations Sustainable Development Goals (SDGs)* — <https://sdgs.un.org/goals>
13. *KPMG India – India’s CSR Reporting Survey* (latest edition) — <https://home.kpmg/in/en/home.html>
14. *CSR Policy & Reports* — Tata Group, Infosys, ITC Ltd. (annual sustainability/CSR disclosures)
15. *Companies Act 2013 – Section 135 and CSR Rules* — <https://csr.gov.in>

Paper 2: Packaging for E-Commerce

Unit 1: Introduction to packaging

- Brief Introduction
- Definition of Key Terms
- What is Packaging
- The origins of packaging
- Packaging and the Modern Industrial Society
- The Modern Packaging Industry

Unit 2: Types and Functions of Packaging

- Types of Packaging
- Packaging Materials
- The Functions of Packaging

Unit 3: Understanding the Brand

- What is a Brand?
- Elements that make up a Brand
- Is there a difference between a Brand, a Product and a company?
- Brand History

- The marketing matrix
- The basic brand development process
- Guidelines for good brand management

Unit 4: The Concept of Brand Equity

- Motivations for Brand Equity
- Rationale for Studying Brand Equity
- Customer-based brand equity
- Brand Knowledge
- Guidelines for Managing Customer-Based Equity
- Complementary Approaches to Measuring Customer-Based Equity
- Asset Dimensions of Brand Equity
- A five assets model of brand equity (Benefits of customer-based brand equity)

Unit 5: The Packaging Journey in E-Commerce

- The journey
- Consumer research
- Order
- Inbound logistics
- Preparation of orders
- Picking
- Sorting
- Packing
- Shipment preparations
- Outbound logistics
- Order delivery and receipt
- Returns

Text & Reference Books:

1. Course Material Prepared by Logistics Sector Council (LSC)

Paper 3: Business Data Analysis

Course Objectives

- Understand the fundamentals of data analytics: Students should be able to grasp the basic concepts and principles of data analytics, including data types, data sources, and data processing techniques.
- Develop proficiency in data manipulation and exploration: Students should gain hands-on experience in manipulating and exploring data using tools such as spread sheets, databases, and data visualization software.
- Learn statistical methods and techniques for data analysis: Students should acquire knowledge of statistical methods commonly used in business data analysis, including descriptive statistics, hypothesis testing, regression analysis, and time series analysis.
- Apply data analytics techniques to real-world business problems: Students should be able to identify business problems that can be addressed through data analysis,

formulate appropriate analytical approaches, and interpret the results to make informed business decisions.

- Gain proficiency in data visualization: Students should develop skills in visualizing data effectively using graphs, charts, and dashboards to communicate insights and findings to stakeholders.
- Understand the ethical and legal considerations in data analytics: Students should be aware of ethical issues related to data privacy, confidentiality, and bias, and understand the legal frameworks governing the collection, storage, and use of data.
- Explore emerging trends and technologies in business data analytics: Students should stay updated on the latest trends, tools, and technologies in the field of data analytics, including machine learning, artificial intelligence, and big data platforms.

Course Outcomes

- After completion of the course, learners will be able to:
- Learn about the basics of analytics, the types and their application;
- Learn the technique of projecting growth, income and cash from accounting data for the future through time-series models;
- Learn accounting ratios and forecasting through the SLR model;
- Learn data visualization through graph, SLR & the method of Least Squares for estimation of parameters;
- Learn the use of R-Programming for analysing accounting data.

Unit 1: Introduction to Business Data Analytics

Understanding Data Analytics in Business, Definition and Importance of Business Data Analytics, Overview of Data Analytics Lifecycle: Collection, Cleaning, Analysis, Interpretation, and Visualization, Role of Data Analytics in Decision-Making and Business Strategy, Data Collection and Preprocessing. Sources of Business Data: Internal and External, Data Collection Methods: Surveys, Interviews, Observations, etc. Data Cleaning and Preprocessing Techniques: Handling Missing Values, Outliers, and Data Transformation, Exploratory Data Analysis (EDA). Descriptive Statistics: Measures of Central Tendency, Dispersion, and Distribution, Data Visualization Techniques: Histograms, Box Plots, Pie-charts, Doughnut, Scatter Plots etc. Identifying Patterns and Trends in Data using EDA.

Unit 2: Business Analytics Tools in Excel

Introduction to Excel for Data Analytics, Advanced Data Analysis in Excel, Pivot Tables and Pivot Charts for Data Summarization and Visualization. Data Analysis Tools: Goal Seek, Solver, Scenario Manager, Slicer etc., Practical Applications in Excel, Case Studies and Business Scenarios, Hands-on Exercises and Projects to Apply Excel Skills in Real-World Analytics Tasks, Integration with External Data Sources and Automation Techniques

Unit 3: Data Visualization with Power BI

Introduction to Power BI, Overview of Power BI: Features, Components, and Benefits, Connecting to Data Sources: Excel, Databases, Online Services, etc. Creating Interactive Dashboards and Reports, Data Transformation and Modelling in Power BI, Creating Advanced Data Visualizations: Charts, Maps, and Gauges, Advanced Analytics and Insights in Power BI, Analysing Data with Power BI, Sharing and Collaborating on Power BI Dashboards and Reports

Unit 4: Data Visualization with Tableau

Introduction to Tableau, Overview of Tableau Desktop and Tableau Server, Connecting to Data Sources: Excel, Databases, Cloud Services, etc. Building Interactive Dashboards and Visualizations, Data Preparation and Analysis in Tableau, Data Cleaning and Transformation using Tableau Prep Builder, Exploratory Data Analysis with Tableau Desktop: Drag-and-Drop Analytics, Creating Calculated Fields and Parameters, Advanced Visualization Techniques in Tableau, Implementing Advanced Chart Types: Tree Maps, Heat Maps, and Dual Axis Charts, Dashboard Design Best Practices and Interactivity Features

Project Work and Assessment:

Application of Business Data Analytics Techniques and Tools in Real-World Business Scenarios, Project Planning, Execution, and Presentation, Integration of Skills Learned throughout the Course.

Suggested Readings

- Alexander, M., Decker, J., & Wehbe, B. (2014). *Microsoft Business Intelligence Tools for Excel Analysis*. New Jersey: Wiley.
- Kumar, D. U. (2017). *Business Analytics: The Science of Data Driven Decision Making*. New Jersey: Wiley.
- Motwani, B. (2019). *Data Analytics with R*. New Jersey: Wiley.
- North, M. (2012). *Data Mining for the masses*. Athens, Georgia: Global Text Project.
- Paul, T. (2011). *R. Cook book*. New York: O'Reilly Media
- Provost, F., & Fawcett, T. (2013). *Data Science for Business*. New York: O'Reilly Media.

Paper 4: Business Application Software

Course Objectives

- Understand Financial Modelling Concepts.
- Develop Proficiency in Excel.
- Apply Financial Modelling Techniques.

- Enhance Analytical Skills.
- Communicate Results Effectively.
- Problem-Solving and Decision Making.
- Explore Industry Applications.
- Collaborative Learning

Course Outcomes

- After completion of the course, learners will be able to:
- Understanding Financial Modelling Principles.
- Proficiency in Excel-Based Modelling.
- Application of Financial Modelling Techniques.
- Effective Communication Skills.
- Critical Thinking and Analytical Skills.
- Practical Skills for Finance Careers.
- Industry-Relevant Knowledge.
- Continuous Learning and Professional Development.

Unit 1: Introduction to Business Application Software

Understanding Business Application Software, Definition and Importance of Business, Application Software, Overview of Tally and One ERP Systems, Role of Excel and PowerPoint in Business Operations, Introduction to Tally ERP 9, Installation and Setup of Tally ERP 9, Basic Navigation and Interface Overview, Creating Company Profiles and Configurations, Practical Application of Tally ERP 9, Accounting and Financial Management in Tally, Inventory Management and Stock Control, Generating Financial Reports: Balance Sheet, Profit & Loss Statement

Unit 2: Advanced Tally Features and Functions

Advanced Accounting Features in Tally ERP 9, Creation of Ledgers and Sub-ledgers, Advanced Voucher Entries: Contra, Payment, Receipt, Journal, etc., Handling Multi-Currency Transactions, Budgets and Controls in Tally, Tally Customization and Integration, Customizing Tally Reports and Invoice Formats, Integration with Excel for Data Import and Export, Integrating Tally with Other Business Applications, Introduction to One ERP, Overview of Enterprise Resource Planning (ERP), Introduction to One ERP System and Modules, Key Features and Benefits of One ERP Implementation

Unit 3: Excel for Business Analysis and Reporting

- Excel Basics and Functions, Introduction to Excel Interface and Navigation, Basic Formulas and Functions: SUM, AVERAGE, IF, VLOOKUP, etc., Data Entry and Formatting Techniques, Advanced Excel Features, Data Analysis Tools: PivotTables, Pivot Charts, Data Validation, Advanced Formulas and Functions: INDEX-MATCH, SUMIFS, COUNTIFS, etc.
- Excel Macros and Automation, Excel Integration with AI, Introduction to AI Integration in Excel, Using AI-Powered Features for Data Analysis and Prediction, Leveraging AI for Enhanced Decision-Making and Business Insights

Unit 4: Effective Presentation with PowerPoint

PowerPoint Basics and Design Principles, Introduction to PowerPoint Interface and Layout, Designing Effective Slides: Layouts, Fonts, Colours, Graphics, Tips for Creating Engaging Presentations, Advanced PowerPoint Features, Animation and Transition Effects, Slide Master and Custom Templates, AI Integration in PowerPoint, Using AI-Powered Design Suggestions, Leveraging AI for Presentation Insights and Feedback

Project Work and Assessment: Practical Application Projects

Application of Tally, One ERP, Excel, and PowerPoint Skills in Real-World Business Scenarios, Project Planning, Execution, and Presentation

Ability Enhancement Courses (AEC)

SEMESTER-4 (AEC-4)

Science	Social Sciences/Arts	Commerce
Courses on NCC/NSS/NGO's/Social Service/Scout & Guide/Sports	Courses on NCC/NSS/NGO's/Social Service/Scout & Guide/Sports	Courses on NCC/NSS/NGO's/Social Service/Scout & Guide/Sports

SEMESTER- V, VI, VII, VIII

Semester	Type of Course	Credits	Course Title
Semester V	-	20	Apprenticeship
Semester VI	-	20	Apprenticeship
Semester VII	-	20	Capstone/Research Project
Semester VIII	-	20	Capstone/Research Project