

INSTITUTE	FACULTY OF MANAGEMENT STUDIES
PROGRAM	BACHELOR OF BUSINESS ADMINISTRATION
SEMESTER	4
COURSE TITLE	BUSINESS CORRESPONDENT / FACILITATOR
COURSE CODE	04SC0008
COURSE CREDITS	0

Course Outcomes: After completion of this course, student will be able to:

- 1 Apply proper methods to source customers for Banking Services Employ proper practices to assist customers with bank application process
- 2 Apply proper procedure for providing services to customers
- 3 Prepare a sample periodic report on status of the sourced customers
- 4 Employ suitable practices to maintain data integrity and data privacy
- 5 Dramatize how to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow Apply health, hygiene, and safety practices at the workplace
- 6 Use resources at the workplace optimally

Pre-requisite of course:NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	50	50	0	0	0

Contents : Unit	Topics	Contact Hours
Total Hours		

Suggested List of Experiments:

Contents : Unit	Topics	Contact Hours
Total Hours		

Textbook :

- 1 BFSI, BFSI, BFSI, 2022

References:

- 1 BFSI, BFSI, BFSI, BFSI, 2022

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery and evaluation					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 Lecture

Supplementary Resources:

- 1 | National Skill Development Corporation (NSDC) (nsdcindia.org)