

COURSE TITLE	EMERGENCY HANDLING PROCEDURE IN SERVICE INDUSTRIES
COURSE CODE	04MB0383
COURSE CREDITS	2

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

- 1 Demonstrate and understanding of emergency handling procedures and protocols within service industries
- 2 Identify and interpret key national and international regulations and standards for emergency management in service sectors.
- 3 Evaluate the likelihood and impact of different types of emergencies, such as fire, natural disasters, medical emergencies, and security threats, and implement preventive measures.
- 4 Demonstrate the ability to provide first aid and basic life support (BLS) in emergency situations until professional medical help arrives.

Pre-requisite of course:NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
2	0	0	50	30	20	0	0

Contents : Unit	Topics	Contact Hours
1	Introduction to Emergency Management Definition and Importance of Emergency Management, Types of Emergencies in Service Industries, Key Components of Emergency Management, First Aid and Medical Emergency Response	15
2	Leadership and Teamwork in Emergency Situations Leadership Principles During a Crisis, Team Coordination and Collaboration, Building a Crisis-Ready Team, Developing a Business Continuity Plan (BCP)	15
Total Hours		30

Textbook :

- 1 Introduction to Emergency Management, George D. Haddow, Jane A. Bullock, Damon P. Coppola., Elsevier, 2011
- 2 Emergency Management: The American Experience, Claire B. Rubin, William L. Waugh Jr., Robert S. McCauley, CRC Press, 2023
- 3 Emergency Management, Amit Kumar Singh , Abhay Press, 2021

References:

- 1 Business Continuity and Emergency Management, Business Continuity and Emergency Management, Dominic Elliott, Dave L. Stathis, Wiley, 2022
- 2 Critical Situation Handling , Critical Situation Handling , Dhaval Rajput , Kumar & Sons Press , 2023

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					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
10.00	10.00	20.00	20.00	20.00	20.00

Instructional Method:

- 1 PPT, Board work , Case Study