

				f) ** - Specimen of a project report.	f)**		
3	III	Managing Operations	Introduction Purchasing Process	<ul style="list-style-type: none"> a) Meaning of purchasing process. b) Locating suppliers. c) Purchase situations:-straight, modified and new task re-buy. d) Receiving Goods – thumbs rule to decide the items that need more attention. e) Buying considerations. f) Commonly offered discounts – quantity, cash, anticipation & off season discounts. g) Assessment report. 		05	10
			Inventory	<ul style="list-style-type: none"> a) Meaning of inventory. b) Classification of inventory. c) Types of stock. 			
			Seasonal Business	<ul style="list-style-type: none"> a) Meaning of seasonal business. b) Kinds of seasonal business. c) Ways to deal with seasonality of business. 			
			Production Management	<ul style="list-style-type: none"> a) ## - Meaning of production management. b) ## -Objectives of production management – performance & cost 	<ul style="list-style-type: none"> a) - ## b) - ## 		
			Plant Layout	<ul style="list-style-type: none"> a) Meaning of plant layout. b) Objective of a Good Plant Layout. 			

			Production Planning and Control (PPC)	<ul style="list-style-type: none"> a) Meaning of production planning and control. b) Objective of production planning and control. c) ## - Phases in production planning and control – planning, action & control phase. d) ## - Work content and capacity determination. 	<ul style="list-style-type: none"> c)- ## d)- ## 		
			Total Quality Management	<ul style="list-style-type: none"> a) ## - Meaning of total quality management. b) Quality assurance. c) ## - Steps to be followed regarding quality control. d) Benefits of quality control. 	<ul style="list-style-type: none"> a)- ## c)- ## 		
4	IV	Human Resource Management (HRM)	Introduction of human resource management	<ul style="list-style-type: none"> a) Meaning of human resource management. b) Benefits of human resource management. 		04	08
			Human Resource Development	<ul style="list-style-type: none"> a) Meaning of human resource development. b) Techniques of human resource development. c) ## - Training – ways to develop employees. d) ## - Options for training and education of employees. e) ## - Options for employees training and development –external & internal. f) ##-What an organization can do to facilitate continuous learning and regular training. 	<ul style="list-style-type: none"> c)- ## d)- ## e)- ## f)- ## 		
			Manpower Planning	<ul style="list-style-type: none"> a) Meaning of manpower planning. b) ## - Steps in manpower planning. 	<ul style="list-style-type: none"> b)- ## 		

			<p>Manpower Handling</p> <p>Workplace Grievance</p> <p>Job Requirements</p>	<p>c) Importance of manpower planning. d) ## - Need of manpower planning.</p> <p>a) Meaning of manpower handling. b) ## - How to manage manpower.</p> <p>a) Meaning of workplace grievance. b) Role of employees. c) Role of employers.</p> <p>a) Meaning of job requirements. b) ## - Matching job qualifications to job requirements – tips.</p>	<p>d)- ##</p> <p>b)- ##</p> <p>b)- ##</p>		
5	V	Marketing Management in Small Business	Introduction Marketing	<p>a) Meaning of marketing. b) Common marketing problems faced by small scale industries. c) Marketing process. d) Customer relationship management – meaning, who buys, when do they buy, why do they buy. e) Market segmentation. f) Market research. g) Marketing mix – product, promotion, pricing and place. h) ## - Costing and pricing in SSI.</p>	<p>h)- ##</p>	06	12

			Marketing of Services	<ul style="list-style-type: none"> a) ## - Differences between product and services marketing. b) ## - Key success factors in service marketing. 	<ul style="list-style-type: none"> a)- ## b)- ## 		
			Consumer Protection	<ul style="list-style-type: none"> a) Meaning of consumer protection. b) Need and importance of consumer protection. c) Legal protection to consumers. <ul style="list-style-type: none"> (i) Consumer protection Act. (ii) ## - Contract Act 1982. (iii) ## - Sale of goods Act 1930. (iv) ## - Essential commodities Act 1955. (v) ## - Agricultural produce Act 1937. (vi) ## - Food adulteration Act 1954. (vii) ## - Weights and measurements Act 1976. (viii) ## - Trade Marks Act 1999. (ix) ## - Competition Act 2002. (x) ## - Bureau of Indian standards Act 1986. d) Consumer rights. e) Consumer responsibilities. f) Consumer forum – three tier consumer grievance machinery. g) What consumer courts can do? h) Who can file a complaint? 	<ul style="list-style-type: none"> c) (ii) – (x) - ## 		
6	VI	Working Capital Management	Introduction and Meaning	<ul style="list-style-type: none"> a) Meaning of working capital. b) Concepts of working capital – gross and net. 		04	08
			Classification / Type of Working	<ul style="list-style-type: none"> a) On the basis of concept – Gross & Net working capital. 			

			Capital	b) On the basis of time /operating cycle - permanent working capital – regular and reserve , & Temporary working capital-seasonal and special.			
			Working Capital Cycle	a) ## - Meaning of working capital cycle. b) ## - Factors determining the quantum of working capital requirement.	a) - ## b) - ##		
			Working Capital Management	a) ## - Meaning of working capital management. b) ## - Objectives of working capital management.	a) - ## b) - ##		
			Cash Management	a) Meaning of cash management. b) ## - Effective cash management motives. c) Objectives of cash management d) Why do small business enterprises need cash?	b) - ##		
			Break Even Analysis	a) Meaning of break-even analysis. b) Assumptions of break-even analysis/ cost volume profit analysis (CVP Analysis). c) Uses of cost volume profit analysis.			
7	VII	Final Accounts	Preparation of Trading Account.	a) Preparation of Trading Account.		12	20
			Preparation of Profit and Loss Account.	a) Preparation of Profit and Loss Account.			

			Preparation of Balance Sheet.	a) Preparation of Balance Sheet.			
			Preparation of Final Accounts with Adjustments.	Preparation of Final Accounts with adjustments. a) Closing stock b) Outstanding expenses c) Prepaid expenses d) Depreciation e) Provision for reserve for doubtful debts f) Goods distributed as free samples g) Goods destroyed by fire/ stolen from godown, insured/uninsured.			
8	VIII	E - Business	Introduction and meaning	a) Meaning of E-Business. b) Domain name. c) Website. d) How to design a good website.		03	06
			E –Commerce	a) Meaning of E-Commerce. b) Parties to E-Commerce transaction. c) Hosting – meaning. d) Building traffic – meaning.			
			E-Banking	a) Meaning of E-Banking. b) Characteristics/features of E-Banking. c) Benefits of E-Banking – to banks and customers. d) Drawbacks of E-Banking. e) Forms of E-Banking.			

			Automated Teller Machines (ATMs)	<ul style="list-style-type: none"> a) Meaning of ATMs. b) Features of ATMs. c) Advantages of ATMs to customers. d) Disadvantages of ATMs. 			
			Credit Cards	<ul style="list-style-type: none"> a) Meaning of credit cards. b) ## - Features of credit cards. c) Use of credit card system. d) Advantages of credit cards to card holders. e) Disadvantages of credit cards to card holders. 	b)- ##		
			Debit Cards	<ul style="list-style-type: none"> a) Meaning of debit cards. 			
			Electronic Funds Transfer	<ul style="list-style-type: none"> a) Meaning of electronic funds transfer. 			
9	IX	Crisis, Risks and Sickness in Industry and Business	<p>Introduction. Starting Crisis in Business.</p> <p>Cash Crisis in Business</p>	<ul style="list-style-type: none"> a) Meaning & concept of starting crisis in business. b) Reasons for emerging crisis in business. c) How to deal with starting crisis. <ul style="list-style-type: none"> a) Meaning and concept of cash crisis in business. b) Reasons for emerging cash crisis. c) How to manage cash crisis. 		06	12

			Risks	a) Meaning of risk. b) Types of risks – opportunity based, uncertainty based & hazard based			
			Business Risks	a) Meaning of business risks. b) Kinds of business risks – internal & external c) Classification of business risks – strategic, financial, operational, compliance and other risks.			
			Risk Management	a) ** - Meaning of risk management. b) ** - Steps to manage business risks.	a) ** b) **		
			Sickness in Industry and Business	a) Meaning of sickness of industry. b) Causes for sickness of small scale industries – internal & external. c) ## - Signs of industrial sickness. d) ## - Symptoms of industrial sickness. e) Corrective measures to curb industrial sickness.	c) - ## d)- ##		
10	X	Legal Requirements	Introduction Industrial Relations	a) Meaning of trade union. b) Concept of industrial relations. c) Importance of industrial relations.		04	08

			Regulatory Laws	<ul style="list-style-type: none"> a) Meaning of regulatory laws. b) Factories Act 1948 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and main provisions. c) Industrial disputes Act 1947 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. d) Minimum wages Act 1948 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. e) Employee provident fund Act 1952 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. f) Workmen’s compensation Act 1923 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. g) Shop and establishment Act 1948 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. h) Payment of bonus Act 1985 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. i) Payment of gratuity Act 1972 – <ul style="list-style-type: none"> (i) Objectives. (ii) ## - Scope and provisions. 	<p>b)(ii) - ##</p> <p>c)(ii) - ##</p> <p>d)(ii) - ##</p> <p>e)(ii) - ##</p> <p>f)(ii) - ##</p> <p>g)(ii) - ##</p> <p>h)(ii) - ##</p> <p>i)(ii) - ##</p>		
			Environment Pollution Control Laws	<ul style="list-style-type: none"> a) Environment protection Act 1986 – meaning and aim. b) Air prevention and control of pollution Act 1981 – <ul style="list-style-type: none"> (i) Objectives. (ii) What an individual can do. 			

			Tax Laws and Shop Establishment Laws	<p>c) Water prevention and control of pollution Act 1974 (i) Objectives. (ii) What an individual can do.</p> <p>a) Importance of taxes in public administration. b) Vat system – direct and indirect taxes, objectives, meaning. c) Income tax – meaning, types, levy of income tax, tax on business income. d) Tax-payers obligations. e) Sales tax – meaning. (i) ## - Basic scheme of sales tax. f) ## - What an entrepreneur should do to obtain sales tax registration. g) ## - Conditions to avail government incentives. h) ## - Implications of sales price, cost and competencies.</p>	<p>e)(i) - ## f) - ## g) - ## h) - ##</p>		
11	XI	Forests	<p>Introduction Deforestation</p> <p>Water Erosion</p>	<p>a) Meaning of deforestation. b) Causes of deforestation. c) Common methods of deforestation. d) Main effects of deforestation. e) ## - Other effects of deforestation f) Counteracting deforestation.</p> <p>a) Meaning of water erosion. b) Control factors. c) Effects of water erosion.</p>	<p>e)- ##</p>	10	15

			Wind Erosion	<ul style="list-style-type: none"> a) Meaning of wind erosion. b) Control factors. c) Effects of wind erosion. 			
			Soil Erosion	<ul style="list-style-type: none"> a) Meaning of soil erosion, b) Causes of soil erosion. c) Effects of soil erosion. d) Prevention and control of soil erosion. 			
			Conservation Measures	<ul style="list-style-type: none"> a) Meaning of conservation of soil. b) Steps for conserving soil from eroding. 			
			Landslides	<ul style="list-style-type: none"> a) Meaning of landslides. b) Causes for landslides - natural & human made. c) Effects of landslides. d) Methods to minimize effects of landslides. 			
			Siltation and Death of Water Bodies	<ul style="list-style-type: none"> a) Meaning. b) ## - Causes of siltation. 			b) - ##
			Droughts	<ul style="list-style-type: none"> a) Meaning of droughts. b) ## - Causes of droughts. c) ## - Consequences of droughts. 			b) - ## c) - ##

			Desertification	<p>a) Meaning of desertification. b) ## - Causes of desertification. c) ## - Effects of desertification.</p>	<p>b) - ## c) - ##</p>		
			Forest Conservation	<p>a) Forest conservation Act 1980. b) Penalties for offence. c) ## - What an individual can do. d) To whom forest offences should be referred. e) Different ways to conserve forests. f) Forest conservation in India - (i) Classification – reserved, protected and unclassed forests. g) ## - Communities and conservation – Chipko movement. h) Government intervention – (i) ## - Forest development corporation of Maharashtra. (ii) ## - Forest development project of Rajasthan. (iii) ## - West Bengal development corporation. (iv) ** - Forest conservation in Goa.</p>	<p>c) - ##</p> <p>g) - ##</p> <p>h)(i)- (iii)- ##</p> <p>h)(iv)**</p>		
			Wildlife Resources	<p>a) Meaning – Wildlife protection Act 1972 - (i) Penalties. (ii) ## - What an individual can do. b) **Classification of wildlife – normal, endangered, vulnerable, rare, endemic, extinct. c) **Flora and fauna in India – (i) **Causes for depletion.</p>	<p>a)(ii)- ## b) **</p> <p>c) ** c)(i) **</p>		

			Social Forestry	<p>(ii) **Conservation of forests and wildlife in India – project tiger.</p> <p>a) Meaning of social forestry. b) Benefits of social forestry. c) Classification of social forestry – (i) Urban forestry – meaning. (ii) Extension forestry – meaning and classification - afforestation of railway lines, afforestation under high tension electric lines, afforestation of canal banks and avenue plantation. (iii) Farm forestry - types – agro forestry – benefits of agro forestry, & shelter belts.</p>	c)(ii) **		
			Coastal Regulation Zone (CRZ)	<p>a) Meaning, objectives and definition of CRZ area. b) ## - Categories of CRZ. c) Activities prohibited within the CRZ.</p>	b)- ##		
12	XII	Community Development and Health	Introduction Overpopulation	<p>a) Meaning of overpopulation. b) Causes of rapid population growth – Control of diseases. c) Consequences of rapid population growth. d) Measures to control population. e) ## - Present figures of India’s population. f) ** - Goa population census data 2011.</p>	e)- ## f)- **	10	15
			Sanitation	<p>a) Meaning of sanitation.</p>			

				<p>b) Sulabh sanitation mission foundation – aims and objectives.</p> <p>c) ## - Main activities.</p>			
			Wastewater Management	<p>a) Meaning of water management.</p> <p>b) Disposal or reuse of treated waste water.</p> <p>c) Sustainable sanitation.</p> <p>d) Solid waste disposal.</p>			
			Food Preparation	<p>a) Food preparation - meaning.</p> <p>b) Food preparation in modern restaurants.</p>			
			Communicable Diseases	<p>a) Meaning of communicable diseases.</p> <p>b) Types of germs – bacteria, viruses, fungi, protozoa, helminthes.</p> <p>c) Major diseases caused by bacteria – tuberculosis, diphtheria, whooping cough, cholera, diarrheal diseases, leprosy, tetanus, gonorrhoea, syphilis, bubonic plague and typhoid.</p> <p>d) Diseases caused by viruses – mumps, measles, chickenpox, polio, trachoma, HIV, hepatitis.</p> <p>e) Major diseases caused by fungi – athlete’s foot fungus.</p> <p>f) Major diseases caused by protozoa – malaria, amoebiasis.</p> <p>g) Major diseases caused by helminthes – common helminthic diseases, filarial.</p>			

			<p>h) Communicable diseases prevention and control (CDPC).</p> <p>i) Immunization and vaccine preventable diseases.</p> <p>j) Substance abuse –meaning.</p> <p>k) Substance dependence - meaning.</p>			
		Panchayati Raj	<p>a) Meaning of Panchayati Raj.</p> <p>b) Three- tier system of Panchayati Raj.</p> <p>c) Role of Panchayats.</p>			
		Social Welfare Schemes	<p>a) Meaning of social welfare schemes.</p> <p>b) Need and importance of social welfare schemes.</p> <p>c) List of social welfare schemes –</p> <p>(i) Food security schemes.</p> <p>(ii) Integrated child development services (ICDS) schemes – meaning, funding, objectives - Package of services under ICDS - supplementary nutrition, immunization – only meaning, health check-up, referral services, nutrition and health education , non-formal education.</p> <p>(iii) ## - Services available to beneficiaries under ICDS.</p> <p>(iv) ## - Coordination of major stakeholders of ICDS.</p> <p>(v) Health schemes – only meaning.</p> <p>(vi) Educational schemes – only meaning.</p> <p>(vii) Livelihood schemes – only meaning.</p> <p>(viii) Social security schemes – only meaning</p> <p>(ix) National resource management schemes (NRM) – only meaning.</p> <p>(x) ## - Importance of synergy convergence in the</p>	<p>c)(iii)- ##</p> <p>c)(iv)- ##</p>		
						c)(x)- ##

			Public Distribution System	social welfare schemes. a) Public distribution system (PDS) - meaning. b) Which department in our state deals with PDS. c) How does PDS function. d) ** - Who are the beneficiaries under TPDS. e) ** - What is the monitoring mechanism of TPDS. f) ** - Accessibility of ration shops. g) ** - Accountability of PDS dealers. h) Monitoring of PDS. i) **- Permission to buy in installments. j) ** - Awareness generation. k) ** - BPL list. l) ** - Two rupee rice scheme.	d)** e)** f)** g)** i)** j)** k)** l)**		
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Note:

1) ## means (not for evaluation).

2) ** means (for practical use).