


 Estd. 1962 "A <sup>++</sup> " Accredited by NAAC (2021) With CGPA 3.52	<b>SHIVAJI UNIVERSITY, KOLHAPUR</b> <b>416 004, MAHARASHTRA</b> PHONE : EPABX - 2609000, BOS Section - 0231-2609094, 2609487 Web : <a href="http://www.unishivaji.ac.in">www.unishivaji.ac.in</a> Email: <a href="mailto:bos@unishivaji.ac.in">bos@unishivaji.ac.in</a> <b>शिवाजी विद्यापीठ, कोल्हापूर, ४१६ ००४, महाराष्ट्र</b> दूरध्वनी - इपीबीएक्स - २०६०९०००, अभ्यासमंडळे विभाग : ०२३१- २६०९०९४. २६०९४८७ वेबसाईट : <a href="http://www.unishivaji.ac.in">www.unishivaji.ac.in</a> ईमेल : <a href="mailto:bos@unishivaji.ac.in">bos@unishivaji.ac.in</a>	
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Ref.: SU/BOS/Voc./508

Date: 10- 09- 2024

To,

The Principals,  
 All Concerned Affiliated Colleges /Institutions.  
 Shivaji University, Kolhapur.

**Subject : Regarding syllabi of B. Voc. Part III Courses under the Faculty of  
 Inter-Disciplinary Studies as per National Education Policy, 2020. (1.0)**

Sir/Madam,

With reference to the subject, mentioned above, I am directed to inform you that the university authorities have accepted and granted approval to the syllabii of B.Voc. Part III Courses under the Faculty of Inter-Disciplinary Studies. as per National Education Policy, 2020. (1.0)

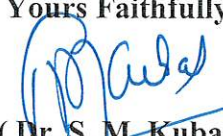
1	B.Voc. in Tourism and Service Industry
2	B.Voc. in Sustainable Agriculture Management
3	B.Voc. in Nutrition and Dietetics
4	B.Voc. in Nursing and Hospital Management
5	B.Voc. in Building Technology & Interior Design
6	B.Voc. in Agriculture
7	B.Voc. in Printing & Publishing
8	B.Voc. in Sustainable Agriculture
9	B.Voc. in Graphic Design
10	B.Voc. in Automobile

This syllabi shall be implemented from the academic year 2024-2025 onwards. A soft copy containing the syllabi is attached herewith and it is also available on university website [www.unishivaji.ac.in](http://www.unishivaji.ac.in). (NEP-2020@suk / Online Syllabus)

You are, therefore, requested to bring this to the notice of all students and teachers concerned.

Thanking you,

Yours Faithfully

  
 ( Dr. S. M. Kubal )  
 Dy Registrar

Copy to:

1	The Dean, Faculty of IDS	6	Affiliation T. 1 & T. 2 Section
2	Director, Board of Examination and Evaluation	7	P.G.Admission Section
3	The Chairman, Respective Board of Studies	8	Appointment A & B Section
4	All On Exam Section <i>O.E.I Section</i>	9	P.G.Seminar Section
5	Eligibility Section	10	Computer Centre /I.T.cell

# SHIVAJI UNIVERSITY, KOLHAPUR



**NAAC “A++” Grade with CGPA 3.52**

**National Education Policy (NEP-2020)**

**Third Year Bachelor of Vocation (B. Voc.- Degree) Course Structure for (Level-7)**

**With Multiple Entry and Multiple Exit option  
(To be implemented from the Academic Year 2024-25)**

**Bachelor of Vocation (B. Voc.)**

**Tourism and Service Industry**

**Part III- Sem. V & VI**

(Subject to the modifications that will be made from time to time) Syllabus to be implemented from June 2024 onwards.

**National Education Policy (NEP-2020)**  
**Third Year Bachelor of Vocation (B. Voc.- Degree) Course Structure for (Level-7)**  
**With Multiple Entry and Multiple Exit option**  
**(To be implemented from the Academic Year 2024-25)**

**Semester V – Duration: 6 Months**

Semester V – Duration: 6 Months											
Teaching Scheme					Evaluation Scheme						
Sr. No.	Course	No. of Lectures	Hours (T + P)	Credits	Theory	Internal / Practical	Total Marks		Min Marks (Separate passing)	Exam Duration (Hrs.)	
		T	P							T	P
1.	AECC-E Business Communication English III	4	-	6	4	40	10	50	18	2	-
2.	GEC –E Travel Insurance	4	2	6	4	40	10	50	18	2	-
3.	DSC –E-I Domestic Tour Management	4	-	4	4	50	-	50	18	2	-
4.	DSC –E-II Indian Railway Tours	4	-	4	4	50	-	50	18	2	-
5.	DSC –E-III Health and Safety Management of Tourist	4	-	4	4	50	-	50	18	2	-
6.	SEC-E-I : Lab work I	-	4	4	2	-	50	50	18	-	3
7.	SEC-E-II : Lab work II	-	4	4	2	-	50	50	18	-	3
8.	SEC-E-III : : Lab work III	-	4	4	2	-	50	50	18	-	3
9.	SEC-E-IV: Project	-	-	2	2	-	50	50	18	-	-
	<b>Total</b>	<b>20</b>	<b>14</b>	<b>36</b>	<b>28</b>	<b>230</b>	<b>220</b>	<b>450</b>	<b>-</b>	<b>-</b>	

**Semester VI – Duration: 6 Months**

Semester VI – Duration: 6 Months											
Teaching Scheme						Evaluation Scheme					
Sr. No.	Course	No. of Lectures		Hours (T + P)	Credits	Theory	Internal/ Practical	Total Marks	Min Marks (Separate passing)	Exam Duration (Hrs.)	
		T	P							T	P
1.	AECC-F English IV	4	-	6	4	40	10	50	18	2	-
2.	GEC –F Passport and VISA	4	2	6	4	40	10	50	18	2	-
3.	DSC –F-I International Ticket Booking	4	-	4	4	50	-	50	18	2	-
4.	DSC –F-II Work Experience in Tourism Sector	4	-	4	4	50	-	50	18	2	-
5.	DSC –F-III Hospitality in Hotels	4	-	4	4	50	-	50	18	2	-
6.	SEC-F-I : Lab work I	-	4	4	2	-	50	50	18	-	3
7.	SEC-F-II : Lab work II	-	4	4	2	-	50	50	18	-	3
8.	SEC-F-III : Lab work III	-	4	4	2	-	50	50	18	-	3
9.	SEC-F-IV	-	-	2	2	-	50	50	18	-	-
	<b>Total</b>	<b>20</b>	<b>14</b>	<b>36</b>	<b>28</b>	<b>230</b>	<b>220</b>	<b>450</b>	<b>-</b>	<b>-</b>	

• Student Contact Hrs Per week: 36 hrs	• Total marks for B.Voc.- Degree: 900
• Theory and Practical Lectures: 48 Minutes Each	• Total credits for B.Voc.- Degree: 56
• AECC: Ability Enhancement Compulsory Course ( <b>Compulsory English</b> )	
• Practical workload will for batch of 20 students	
• Practical Examination will be conducted Semester wise for 50 Marks per course (subject).	
• DSC: Discipline Specific Core Course - Candidate can opt three courses (Subjects) from DSC.	
• GEC: Generic Elective Compulsory Course - Candidate can opt any one course (Subject).	
• There shall be separate passing for theory and practical courses.	
• AECC & GEC Internal Evaluation should be done at college or respective departmental level	
• SEC-E & SEC-F are two parts of Vocational Degree Course	

### **Eligibility:**

**Eligibility for Admission:** Three years Degree

**Eligibility for Faculty:** 1) Post Graduate with NET / SET/Ph. D. Or  
2) Five Year Industry Experienced Personal  
2) M. A. (English) with NET/SET/Ph.D for Buiness Communication in English

**Eligibility for Lab Assistant:** Graduation with related field

**Staffing Pattern: Teaching:** In the 1<sup>st</sup> year of B. Voc. – One Full Time  
one C. H. B. for Business Communication

**Lab. Assistant:** For 1<sup>st</sup> Year of B. Voc. – 1 Part Time  
For 2<sup>nd</sup> and 3<sup>rd</sup> Year (Inclusive of 1<sup>st</sup> Year) of B. Voc. – 1 Full Time

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**(AECC-E)**

**Paper – I: Business Communication in English -III**

**Paper No: XXXVII**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory 40 + Internal 10)**

Units Prescribed for Theory: 40 Marks.

Course Outcomes: The students will acquire knowledge of

To develop awareness of the complexity of the communication process

To develop effective listening skills in students so as to enable them to comprehend instructions and become a critical listener

To develop effective oral skills so as to enable students to speak confidently interpersonally as well as in large groups

To develop effective writing skills so as enable students to write in a clear, concise, persuasive and audience centered manner

To develop ability to communicate effectively with the help of electronic media

Content of syllabus:

**Unit–I: Concept of Communication**

(15 Hrs.)

Meaning, Definition, Process, Need, Feedback, Emergence of Communication as a key concept in the Corporate and Global world

**Unit – II Impact of technological advancements on Communication**

(15 Hrs.)

Types- Internet, Blogs, E-mails, Moodle, Social media (Facebook, Tweeter & WhatsApp) Advantages and Disadvantages

**Unit – III Problems in Communication**

(15 Hrs.)

Physical/ Semantic/Language / Socio-Cultural / Psychological / Barriers Ways to Overcome these Barriers

**Unit – IV Listening Skills**

(15 Hrs.)

Importance of Listening Skills, Obstacles to listening, cultivating good Listening Skills

Practical: Based on the theory units: Marks: 10

**Books Recommended: (List of Minimum 5 Books)**

Agarwal, Anju D (1989) A Practical Handbook for Consumers, IBH.

Alien, R.K. (1970) Organizational Management through Communication.

Ashley, A (1992) A Handbook of Commercial Correspondence, Oxford University Press.

Aswal thapa, K (1991) Organizational Behavior, Himalayan Publication, Mumbai.

Atreya N and Guha (1994) Effective Credit Management, MMC School of Management, Mumbai.

Note: (If any - such as

(1. In theory examination, the weightage to numerical problems should not exceed 30%. (2. Students can use scientific calculators in theory examination.)

**Pattern of a Question Paper**  
**B. Voc. Part-III Semester –V**  
**Business Communication in English -III (AECC-E)**

**Paper No: XXXVII**

**Time: 2 hours**

**Total Marks: 40**

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<b>Q.1 Do as directed questions items on unit 1 to be asked</b>	<b>10 (10 out of 12)</b>
<b>Q.2 Write a letter of application</b>	<b>10</b>
<b>OR</b>	
<b>Draft a CV / Resume for a particular post</b>	<b>10</b>
<b>Q.3 Present a given information or a data using a table/ chart/pie diagram, etc.</b>	<b>10</b>
<b>(any one diagram to be drawn)</b>	
<b>Q.4 Fill in the blanks in the given interview</b>	<b>10</b>

**Practical Evaluation:**

<b>Oral and presentation based on units prescribed</b>	<b>10 Marks</b>
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**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**Generic Elective Compulsory Course (GEC– E)**  
**Paper Title: TRAVEL INSURANCE**

**Paper No: XXXVIII**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory 40 + Internal 10)**

**Practical: 2 lectures/week/batch**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the basic concepts of travel insurance in the field of tourism sector.
2. To improve the duties work related to the travel insurance.
3. To know about the Government policies and procedures relating to the travel insurance.
4. To create the opportunity for insurance person in connection with travel insurance.
5. To increase the ability of students regarding travel insurance claims and services.

**Content of Syllabus**

<b>Unit 1</b>	<b>Introduction To Travel Insurance</b>	<b>4Hrs.</b>
1.1	Meaning of the Travel Insurance.	
1.2	Travel Insurance in Tourism Sector.	
1.3	Advantages of Travel Insurance.	
1.4	Disadvantages of Travel Insurance for Tourist.	
<b>Unit 2</b>	<b>Types of the Travel Insurance</b>	<b>4Hrs</b>
2.1	Travel Insurance Types basis on Tours and Travel	
2.2	Gold Travel Insurance and Silver Travel Insurance	
2.3	Platinum Travel Insurance in the Air Services.	
2.4	Other Travel Insurance for tourist.	
<b>Unit 3</b>	<b>IRDA and Other Authorities.</b>	<b>4Hrs</b>
3.1	Government Authorities for Insurance	
3.2	Insurance Regulatory and Development Authority (IRDA) its work and System.	
3.3	Other Government and non-Government Agencies.	
3.4	Policy Making for Travel Insurance	
<b>Unit 4</b>	<b>Various Companies Travel Insurance Policies</b>	<b>3Hrs</b>



- 4.1 Private Companies involved in Travel Insurance Systems.
- 4.2 Various companies involved in Travel Insurance.
- 4.3 Require documents for Travels Insurance.
- 4.4 Travel Insurance through Agents services.

## References:

1. Patel, S.G., Modern Market Research, Himalaya Publishing.
2. Insurance Book for Air Travels by Air India.
3. International Travel Health Guide by Stuart R. Rose
4. International Travel and Health Insurance Journal by Canadian Government.
5. Jon Krakauer Into Thin Air.
6. The Fundamentals of Insurance: Theories, Principles and Practices by Hargovind Dayal, 2017.
7. If Something Should Happen: A Travel Insurance Disaster by Paula Zacher, 2016.
8. Travel The World on Your Own: Itinerary Building, Dream Destinations, Cost Saving Tricks, All About Visas by Sushil Bali, 2020.
9. Insurance: Principles and Practice by M N Mishra and S B Mishra, 2016.
10. Insurance Laws by Gaurav Varshney, 2016.

## Practical:

- 1) Preparation of data generation for Travel Insurance.
- 2) Preparation for policies in Travel Insurance like Gold and Platinum
- 3) Role of Travel Insurance Agent and its duties.
- 4) How to behave with the Tourist regarding the Travel Insurance policies.
- 5) Online booking and Payment confirmation regarding the travel insurance policies.

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**Generic Elective Compulsory Course (GEC– E)**

**Paper Title: TRAVEL INSURANCE**

**Paper No: XXXVIII**

**QUESTION PAPER FORMAT**

**Total Marks: 40 (Theory 40)**

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- |             |  |           |
|-------------|--|-----------|
| <b>Q. 1</b> | Fill in the Blanks / Write Long Forms. | <b>10</b> |
| <b>Q.2</b>  | Write in Brief. (Any Two)              | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q.3</b>  | Short Notes (Any Two)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q.4</b>  | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |

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<b>Scheme of Internal Practical Evaluation</b>	<b>10 Marks</b>
<b>1) Practical related work -</b>	<b>5 Marks</b>
<b>2) Viva – Voce -</b>	<b>5 Mark</b>

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**Discipline Specific Core Course (DSC– E-I)**  
**Paper Title: DOMESTIC TOUR MANAGEMENT**

**Paper No: XXXIX**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the basic concepts of domestic tour management in tourism industry.
2. To improve quality and service delivery to the tourist in tourism industry.
3. To know about the Government plans for improving the tours in domestic level.
4. To understand the domestic tour types in national level.
5. To increase the ability of students regarding domestic tours and travel

**Content of syllabus**

<b>Unit 1</b>	<b>Introduction to Tour Operations</b>	<b>4Hrs.</b>
<b>1.1</b>	Introduction of Tour operations: Important part of Tourism Industry	
<b>1.2</b>	Tours operations facilities with natures and scopes in Tourism.	
<b>1.3</b>	Factor affection of Tours operations with India and World.	
<b>1.4</b>	Systematic Tour operations in Tourism Industry.	
<b>Unit 2</b>	<b>National Tour Management</b>	<b>4Hrs</b>
<b>2.1</b>	Information about the National Tour Management with all aspects.	
<b>2.2</b>	Cost setting management in National Tour with respective with profit.	
<b>2.3</b>	Introduce various Indian Tours. Direction wise and Tourist interest wise Management.	
<b>2.4</b>	Packaging and various offers in Tours Managements systems.	
<b>Unit 3</b>	<b>National Tours Organizations</b>	<b>4Hrs</b>
<b>3.1</b>	Introductions of National Organizations: Important in Tourism Industry.	
<b>3.2</b>	Details information regarding the National Highways and State ways.	
<b>3.3</b>	Advantages of National Tours in Tourism Industry.	
<b>3.4</b>	Disadvantages of National Tours in Tourism Industry.	
<b>Unit 4</b>	<b>Barriers in National Tour Management.</b>	<b>3Hrs</b>
<b>4.1</b>	Meaning of Barriers in Tourism Industry.	
<b>4.2</b>	Barriers like Climatic conditions: Seasonal changes affecting on Tourist Tours.	
<b>4.3</b>	Terrorist Attacks in Tourist Places: A serious Barrier.	

**References:**

1. Domestic Tourism and Hospitality Management, by Debasish Batabyal and Dilip Kumar Das, 2022.
2. The Principles of Travel Agency and Tour Operation Management by Apsara Saleth Mary, 2021.
3. Crisis Management, Destination Recovery and Sustainability: Tourism at a Crossroads by James Kennell, Priyabrushna Mohanty, Anukranti Sharma and Azizul Hassan, 2022
4. Jacqueline Holland and David Leslie 2017 : Tour Operators and Operations: Development, Management and Responsibility
5. Patel, S.G., Modern Market Research, Himalaya Publishing.
6. Crough, Marketing Research for Managers.
7. Nigel Evans and Warwick Frost: Travel & Tour Management, Pearson Education Australia, 2003.
8. Tourism operation and management: Sunetra Roday, Archana Biwal and Vandana Joshi: Vikas book house, Pune: 2009
9. An introduction to Indian Tourism industry: Mahapatra and Haridev Singh, Bharti Publication: 2013.
10. International Case Studies on Tourism Destination Management and COVID-19: Impacts and Responses by Simon Hudson, 2022.

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**Discipline Specific Core Course (DSC– E-I)**  
**Paper Title: DOMESTIC TOUR MANAGEMENT**  
**Paper No: XXXIX**  
**QUESTION PAPER FORMAT**

**Total Marks: 50 (Theory)**

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- |             |  |           |
|-------------|--|-----------|
| <b>Q. 1</b> | Fill in the Blanks / Write Long Forms. | <b>10</b> |
| <b>Q. 2</b> | Write in Brief. (Any Two)              | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q. 3</b> | Short Notes (Any Two)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q. 4</b> | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
| <b>Q. 5</b> | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |

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**Bachelor of Vocation (B. Voc.) Part III - Sem. V**  
**Discipline Specific Core Course (DSC– E-II)**  
**Paper Title: INDIAN RAILWAY TOURS**

**Paper No: XXXX**

**Theory: 4 lectures/week**

**Credits: 04**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the basic concepts of Indian railway system.
2. To understand the Indian Railway tours in Maharashtra and India
3. To know about the special trains for tourist in different areas.
4. To understand the development strategies regarding the tourist in Indian railway.
5. To study the barriers in Indian railway and tourism.

**Content of syllabus:**

<b>Unit 1</b>	<b>Introduction to Indian Railway</b>	4Hrs.
1.1	Brief History of Indian Railway with its work and systems.	
1.2	Nature and Future and various aspects in the Indian Railway.	
1.3	Salient Feature of Indian Railway with connecting Tourist Places.	
1.4	Organization Setup of Indian Railway	
<b>Unit 2</b>	<b>Types of Indian Railways.</b>	4Hrs
2.1	Introduction to Types of Indian Railway.	
2.2	Specification of Broad Gauge and Meter Gauge Railway Type	
2.3	Specification Narrow Gauge and Standard Gauge Railway Type.	
2.4	Advantages and Disadvantages of Indian Railway Type.	
<b>Unit 3</b>	<b>Indian Railway Tours</b>	4Hrs
3.1	Privatization in Indian Railway: Development Plans for Privatization	
3.2	Management of Indian Railway Tours.	
3.3	Meaning of IRCTC with Tourist point of view.	
3.4	Indian Railway Boards and Directors works and Systems.	
<b>Unit 4</b>	<b>Barriers in Indian Railways Tourism</b>	3Hrs
4.1	Meaning and Nature of Barriers in Indian Railway.	
4.2	Various Factors affecting on Indian Railway Tours	

- 4.3** Climatic Barriers is very trouble for Indian Railway Tours.
- 4.4** Heavy Rainfall, Cloud bust, Landslides, Fog Cover, Cyclones etc. barriers.

## References:

1. IRCTC Web Site.
2. Indian Railway Handbook.
3. <http://www.indianrailways.gov.in/>
4. Ruskin Bound: Indian Railway Stories: Published by Penguin Books 2000.
5. Short History of Indian Railways (PB), by Rajendra B. Aklekar, 2019
6. The Great Indian Railway Atlas - 4th Edition by Samit Roychoudhury, 2022.
7. The Penguin Book of Indian Railway Stories by Ruskin (Ed.) Bond, 2021.
8. Indian Railways (DK Definitive Transport Guides), by DK and Bibek Debroy, 2015.
9. The Great Indian Railways by Dr Arup K. Chatterjee, 2018.
10. Indian Railway Buildings: Heritage, History and Beyond (H.B): Heritage, History & Beyond by Vinoo N. Mathur, 2022.

## **Bachelor of Vocation (B. Voc.) Part III - Sem. V**

### **Discipline Specific Core Course (DSC– E-III)**

#### **Paper Title: HEALTH AND SAFETY MANAGEMENT OF TOURIST**

**Paper No: XXXXI**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand and collect the information regarding Tourist Health.
2. To understand the active monitoring in tourism and service industry as per tourist tours.
3. To know about the health and safety management operation in tourism and service industry sector.
4. To understand the safety and health standards in tourism industry.
5. To study the hazard identifications before going any tour.

### **Content of syllabus**

<b>Unit 1</b>	<b>Tourist Health.</b>	<b>4Hrs.</b>
1.1	Details information regarding Tourist Health.	
1.2	Age wise Health related problem of Tourist.	
1.3	Various Disease: Related of the Tourist.	
1.4	Temporary Solutions for any medical emergency.	
<b>Unit 2</b>	<b>Health and Safety Management Systems.</b>	<b>4Hrs</b>
2.1	Health and Safety Management operation in Tourism and Service Industry sector.	
2.2	Concept of Compliance with the law and Cost reduction	
2.3	Basics of Employee Relations standard.	
2.4	Safety Management in Tourism and Service Industry.	
<b>Unit 3</b>	<b>Safety &amp; Health Standards General</b>	<b>4Hrs</b>
3.1	Tourist Safety and Health Standards operations in Tourism Sector.	
3.2	Hazard Identifications before going any Tour.	
3.3	Concept of Risk Management with related to Tourism and Service Industry.	
3.4	Implementation and Operation for Safety & Health Standards General.	
<b>Unit 4</b>	<b>Monitoring and Measurement</b>	<b>3Hrs</b>
4.1	Active Monitoring in Tourism and Service Industry as per Tourist tours.	
4.2	Meaning of Reactive Monitoring System.	



- 4.3 Measurement Techniques of any problem.
- 4.4 Concept of Monitoring and Measurement in the Tourist Sector.

## References:

1. Tourist Health, Safety and Wellbeing in the New Normal by Jeff Wilks, Donna Pendergast, Peter Leggat and Damian Morgan, 2022.
2. Introduction To Health and Safety at Work: for the NEBOSH National General Certificate in Occupational Health and Safety by Phil Hughes MBE and Ed Ferrett, 2020.
3. Tourism, Security and Safety: From Theory to Practice (The Management of Hospitality and Tourism Enterprises) by Yoel Mansfeld and Abraham Pizam, 2005.
4. Managing Tourist Health and Safety in the New Millennium by Jeff Wilks, J Stephen, and F. Moore, 2013.
5. COVID-19, Tourist Destinations and Prospects for Recovery: Volume One: A Global Perspective by Kaitano Dube, Godwell Nhamo and MP Swart, 2024.
6. Safety and Security in Tourism: Relationships, Management, and Marketing by C Michael Hall , Dallen J. Timothy and David Timothy Duval, 2004.
7. Jacqueline Holland and David Leslie 2017: Tour Operators and Operations: Development.
8. Nigel Evans and Warwick Frost: Travel & Tour Management , Pearson Education Australia, 2003.
9. Tourism operation and management: Sunetra Roday, Archana Biwal and Vandana Joshi: Vikas book house, Pune: 2009
10. An introduction to Indian Tourism industry: Mahapatra and Haridev Singh, Bharti Publication: 2013.

## **Bachelor of Vocation (B. Voc.) Part III - Sem. V**

### **Skill Enhancement Courses (SEC– E-I)**

**Paper Title: LABORATORY WORK: DOMESTIC TOUR MANAGEMENT**

**Paper No: XXXXII**

**Credits: 02**

**Practical: 4 lectures/week**

**Total Marks: 50 (Practical)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the tours' purpose and its solution in tourism industry.
2. To calculate the budget and its time interval for different tours.
3. To estimate the correct tours costing for planning.
4. To understand the tourist budget and its purpose.
5. To calculate the costing for 10 to 100 tourist group for different tours.

**List of Practical's:**

1. Calculating the Domestic tours planning and costing for North area.
2. Domestic tours planning and costing for South area.
3. Indian East area tour planning and costing with different batches of tourist.
4. West Indian parts tours planning and costing for 10, 20, 30 and 40 tourist groups.
5. Tour planning for Bangalore, Mysore and Ooty.
6. Kerala Tour for planning and costing for 10 days with 20 tourists.
7. Ashtavinayaka Tours planning and costing for different tourist groups and days.
8. Twelve Jyotirlinga Tours planning and costing for different tourist groups and days.
9. Historical tours planning and costing with different batches of tourist.
10. Natural and Hilly places tours planning and Costing.

### **Nature of Practical Question Paper:**

#### **Scheme of Practical Evaluation**

##### **Internal Practical Evaluation**

Q.1: Perform any four practical from the above	20 marks
Q.2: Practical record book	20 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**

**Skill Enhancement Courses (SEC– E-II)**

**Paper Title: LABORATORY WORK: INDIAN RAILWAY TOURS**

**Paper No: XXXXIII**

**Credits: 02**

**Practical: 4 lectures/week**

**Marks: 50 (Practical)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the basic concepts of Indian railway system.
2. To calculate the budget for Indian Railway tours in Maharashtra and India
3. To know about the special train's fares and costs for tourist in different areas.
4. To understand the development strategies regarding the tourist in Indian railway.
5. To study the barriers in Indian railway and tourism.

**List of Practical's:**

1. Calculate the budget for Char Dham Yatra for 15 tourist groups.
2. Ticket booking in different manner like Tatkal and pre booking.
3. Special train booking and budgeting as per tourist requirement.
4. Indian Railway tours ticket checking and confirmation.
5. Deccan Odyssey train availability and planning.
6. Checking the train details of Golden Chariot.
7. Planning and booking of Bangalore, Mysore and Ooty through the train.
8. Konkan railway trains and its timing for best season of tourism.
9. Find the Ratnagiri to Cochin trains for tourist.
10. Ticket confirmation and booking for 3 tyre AC with all classes.

**Nature of Practical Question Paper:**

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any Four practicals from the above	20 marks
Q.2: Practical record book	20 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**

**Skill Enhancement Courses (SEC– E-III)**

**Paper Title: LABORATORY WORK: HEALTH AND SAFETY MANAGEMENT OF TOURIST**

**Paper No: XXXXIV**

**Credits: 02**

**Practical: 4 lectures/week**

**Total Marks: 50 (Practical)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand and collect the information regarding Tourist Health.
2. To understand the active monitoring in tourism and service industry as per tourist tours.
3. To know about the health and safety management operation in tourism and service industry sector.
4. To understand the safety and health standards in tourism industry.
5. To study the hazard identifications before going any tour.

**List of Practical's:**

1. Develop emergency response procedures for accidents, injuries, natural disasters, and medical emergencies.
2. Hilly areas health and safety management list preparations.
3. Create a proper list for the tourist before going to the tours.
4. Planning and organisation of tours with proper guidelines and health issues.
5. Identify potential hazards in tourist activities and destinations
6. Prepare a list of health and safety management manual for the tourist.
7. Recommend vaccinations or health precautions based on destination.
8. Ensure tour operators and guides are qualified and follow safety protocols.
9. Offer clear and accurate information about itinerary, activities, and safety guidelines.
10. Educate tourists about local customs, laws, and cultural norms.

**Nature of Practical Question Paper:**

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any Four practical from the above	20 marks
Q.2: Practical record book	20 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. V**

**Skill Enhancement Courses (SEC– E-IV)**

**Paper Title: INTERNSHIP / FIELD WORK / INDUSTRIAL VISIT / STUDY TOUR.**

**Paper No: XXXXV**

**Credits: 02**

**Term Work: 2 lectures/week**

**Total Marks: 50 (Internal)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the tour operation and management.
2. To know about the actual planning and management.
3. To understand the on-field problem and solutions.
4. To operate the tour planning and arrangement.
5. To understand the cost analysis of tours.

**Suggested Places:**

**1. In Maharashtra:**

Konkan, Lonar Sarovar, Aurangabad, Nagpur, Pune, Mumbai, Nashik: One tour for 5 days

**OR**

**2. Out of Maharashtra:**

North India / South India, Kerala, Goa, East Side of India: One long tour at list 10 days.

**Nature of Evaluation: INTERNAL      50 Marks**

Project Writing      30 Marks

Viva- Voice      20 Marks

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**Pattern of a Question Paper**  
**B. Voc. Part-III Semester –VI**  
**Business Communication in English -IV(AECC-F)**

**Time: 2 hours**

**Total Marks: 40**

**Paper No: XXXXVI**

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Units Prescribed for Theory: 40 Marks.

Course Outcomes: The students will acquire knowledge of

To understand and demonstrate writing and speaking processes through invention, organization, drafting, revision, editing, and presentation.

To understand the importance of specifying audience and purpose and to select appropriate communication choices.

To understand and appropriately apply modes of expression, i.e., descriptive, expository, narrative, scientific, and self-expressive, in written, visual, and oral communication.

To participate effectively in groups with emphasis on listening, reflective thinking, and responding.

To develop the ability to research and write a documented paper and/or to give an oral presentation.

Content of syllabus:

**Unit–I: Theory of Business Letter Writing** (15 Hrs.)

Parts, Structure, Layouts—Full Block, Modified Block, Semi - Block Principles of Effective Letter Writing, Principles of effective Email Writing

**Unit – II Personnel Correspondence** (15 Hrs.)

Statement of Purpose

Job Application Letter and Resume, Letter of Acceptance of Job Offer, Letter of Resignation

**Unit – III Language and Writing Skills** (15 Hrs.)

Paragraph Writing -Developing an idea, using appropriate linking devices, etc. Cohesion and Coherence, self-editing, etc. [Interpretation of technical data, Composition on a given situation, a short informal report etc.]

**Unit – IV Interviews** (15 Hrs.)

Preparing for an Interview

Types of Interviews – Selection, Appraisal, Grievance, Exit, Group Discussion

Practical: Based on the theory units: Marks: 10

Books Recommended: (List of Minimum 5 Books)

Bahl, J. C. and Nagamia, S.M. (1974) Modern Business Correspondence and Minute Writing.

Balan, K.R. and Rayudu C.S. (1996) Effective Communication, Beacon New Delhi.

Basu, C.R. (1998) Business Organisation and Management, T.M.H. New Delhi.

Banerjee, Bani P (2005) Foundation of Ethics in Management Excel Books

Businessworld Special Collector's Issue: Ethics and the Manager

Note: (If any - such as

(1. In theory examination, the weightage to numerical problems should not exceed 30%. (2. Students can use scientific calculators in theory examination.)

**Bachelor of Vocation (B. Voc.) Part II - Sem. VI (Degree)**

**Generic Elective Compulsory Course (GEC– F)**

**Paper Title: PASSPORT AND VISA**

**Paper No: XXXXVII**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory 40 + Internal 10)**

**Practical: 2 lectures/week/batch**

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**Course Outcomes:** The students will acquire knowledge of

1. To Understanding Passport and Visa basics.
2. To know about types of Passports and Visa
3. To understand the application process and forms of Passport and Visa.
4. To learn more about Legal and Regulatory Framework
5. To learn Travel Advisories and Restrictions.

**Content of syllabus**

<b>Unit 1</b>	<b>Basics of Passport</b>	<b>4Hrs.</b>
1.1	Introduction and Concept of Passport.	
1.2	Components and Features of Passport.	
1.3	Importance and Utilization of Passport.	
1.4	Passports type and implementation system.	
<b>Unit 2</b>	<b>Need of Passport</b>	<b>4Hrs</b>
2.1	Concept of need of the Passport for Travel around the world.	
2.2	Country wise passport system.	
2.3	Concept of Embassy in Tourist Business Sector.	
2.4	Passport opening Steps in various purposes.	
<b>Unit 3</b>	<b>Basics of VISA</b>	<b>4Hrs</b>
3.1	Introduction and Concept of VISA.	
3.2	Components and Features of VISA.	
3.3	Importance and Utilization of VISA.	
3.4	VISA type and Implementation system.	
<b>Unit 4</b>	<b>Need of VISA</b>	<b>3Hrs</b>
4.1	Concept of need of VISA for travel around world.	

- 4.2 Difference between Passport and VISA.
- 4.3 Application form for VISA with various Countries.
- 4.4 Concept of Tourist VISA in the Tourist Sector.

## References:

1. Introduction To Passport and Visas by Sheikh Bilal, 2013.
2. Nigel Evans and Warwick Frost: Travel & Tour Management, Pearson Education Australia, 2003.
3. <https://org2.passportindia.gov.in/>
4. Crough, Marketing Research for Managers :2002.
5. Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
6. The Principles of Travel Agency and Tour Operation Management by Dr. Apsara Saleth Mary, 2021.
7. How to Make a Successful Visa Application for the UK: First British Passport (from Inside or Outside the Uk) by Hamid Saddique, 2019.
8. Student & Tourist Visas: How to Come to the U.S. by Ilona M. Bray and Richard A. Boswell, 2002.
9. Passports and Visas to Heaven by George Malinga, 2018.
10. Passports, Visas and Destiny by Charles J. Lunnen, 2012.



**Bachelor of Vocation (B. Voc.) Part III - Sem. VI**

**Generic Elective Compulsory Course (GEC– F)**

**Paper Title: PASSPORT AND VISA**

**Paper No: XXXXVII**

**QUESTION PAPER FORMAT**

**Total Marks: 40 (Theory 40)**

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- |             |  |           |
|-------------|--|-----------|
| <b>Q. 1</b> | Fill in the Blanks / Write Long Forms. | <b>10</b> |
| <b>Q.2</b>  | Write in Brief. (Any Two)              | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q.3</b>  | Short Notes (Any Two)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q.4</b>  | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |

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<b>Scheme of Internal Practical Evaluation</b>	<b>10 Marks</b>
<b>1) Practical related work -</b>	<b>5 Marks</b>
<b>2) Viva – Voce</b>	<b>5 Mark</b>

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Discipline Specific Core Course (DSC– F-I)**

**Paper Title: INTERNATIONAL TICKET BOOKING**

**Paper No: XXXXVIII**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To mastering in booking systems for international travel ways.
2. To Knowledge of Airline and Travel Policies in tourism industry.
3. To understand the Cultural Sensitivity and Communication.
4. To know about the Legal and Ethical Considerations.
5. To Understanding International Travel Requirements and solutions.

**Content of syllabus**

<b>Unit 1</b>	<b>Introduction to International Tickets</b>	<b>4Hrs.</b>
1.1	Introduction about International Tickets.	
1.2	International Travels profits and losses for the operator	
1.3	Factors affecting on International Tour Booking.	
1.4	Need of International Travels with all purposes related to Tourist.	
<b>Unit 2</b>	<b>International Tickets Booking</b>	<b>4Hrs</b>
2.1	Information about International Ticket booking for Various ways.	
2.2	International Tickets Booking for various tours in various Countries.	
2.3	International Tickets issues with profit and loss.	
2.4	Confirmation and Cancellation in International Ticket Booking.	
<b>Unit 3</b>	<b>International Network</b>	<b>4Hrs</b>
3.1	Information regarding International Network in the World	
3.2	Importance of tour operator in International Network area	
3.3	Concessional Fares in International Network with all aspects	
3.4	Child travel issues and problem in International Network	
<b>Unit 4</b>	<b>International Booking Agents</b>	<b>3Hrs</b>
4.1	Definitions of International Ticket Booking Agents with all aspects in Tourism Industry.	

- 4.2 Role of International booking agents
- 4.3 Agents commission for bookings with profits and loss in International Ticket Booking.
- 4.4 International Tours: Cost finalization in bookings with the Tours classifications.

**References:**

1. How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices by Stefan Alexander, 2016.
2. Learnings From My Travels by Parampara Patil Hashmi and Parichay Mehta, 2021.
3. Cheap Tickets How to Use My Corporate Expense Report: Update 2016 by Emily Kim and Richard Young, 2013.
4. Online Money from Booking Flight Tickets: Online Business by Eslam Mohamed, 2017.
5. Cheap Flights: How To Get Affordable Tickets For Your Holiday by J.K.J., 2019.
6. Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
7. Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
8. Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
9. Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.
10. Student & Tourist Visas: How to Come to the U.S. by Ilona M. Bray and Richard A. Boswell, 2002.

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**  
**Discipline Specific Core Course (DSC– F-I)**  
**Paper Title: INTERNATIONAL TICKET BOOKING**  
**Paper No: XXXXVIII**  
**QUESTION PAPER FORMAT**

**Total Marks: 50 (Theory)**

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- |             |  |           |
|-------------|--|-----------|
| <b>Q. 1</b> | Fill in the Blanks / Write Long Forms. | <b>10</b> |
| <b>Q. 2</b> | Write in Brief. (Any Two)              | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q. 3</b> | Short Notes (Any Two)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
|             | C.                                     |           |
|             | D.                                     |           |
| <b>Q. 4</b> | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |
| <b>Q. 5</b> | Descriptive (Any One)                  | <b>10</b> |
|             | A.                                     |           |
|             | B.                                     |           |

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**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Discipline Specific Core Course (DSC– F-II)**

**PAPER TITLE: WORK EXPERIENCE IN TOURISM SECTOR**

**Paper No: XXXXIX**

**Credits: 04**

**Theory: 4 lectures/week**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the tourism and service industry knowledge.
2. To know about the cultural awareness in the tourism industry.
3. To learn about the customer service skill and gaining money.
4. To earn the Internship Experience from the tourism industry fields.
5. To understand the tour operations and management.

**Content of syllabus**

<b>Unit 1</b>	<b>Work in Tourism Company</b>	4Hrs.
1.1	Concept of Tourism Company in Tourism Sector	
1.2	Working as helper or tour operator in Tourist Company.	
1.3	Basic understanding the Behavior of the Customers.	
1.4	Various work in Tourism Industry with expert knowledge.	
<b>Unit 2</b>	<b>Experience from Tourism organizations.</b>	4Hrs
2.1	Various Tourist Organizations in the Tourism Sector.	
2.2	Take an Experience and Learn from the Customers and Other organizations.	
2.3	Understand the policies and ethics from the Customers.	
2.4	Factor affecting on Tourist with various Tourism organizations.	
<b>Unit 3</b>	<b>Report Writing</b>	4Hrs
3.1	Report writing for each movement in the Tourist operations.	
3.2	Write a report for any tour operator with National or International Tours.	
3.3	Benefits of Tour Report writing in National Tours.	
3.4	Benefits of Tour Report writing in International Tours.	
<b>Unit 4</b>	<b>Tour Operating</b>	3Hrs
4.1	Meaning and scope of Tour Operations.	
4.2	Handling any Local or National Tour as a Tour operator.	

- 4.3** Applicability of Tour operations in tourism industry.
- 4.4** Study of International tours and generate the tour report.

**References:**

1. Handbook on the Tourist Experience: Design, Marketing and Management (Research Handbooks in Tourism series) by Dora Agapito, Kyle Woosnam M. Woosnam, 2022.
2. Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
3. Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
4. Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
5. Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.
6. VISITOR EXPERIENCE DESIGN (CABI Series in Tourism Management Research) by Noel Scott (Editor), Jun Gao (Editor), 2017.
7. Creating Experience Value in Tourism by Peter Björk, Prakash Chathoth, 2014.
8. Culinary Taste: Consumer Behaviour in the International Restaurant Sector (Hospitality, Leisure and Tourism) by Donald Sloan and Prue Leith, 2003.
9. Co - Creation in Tourist Experiences (Contemporary Geographies of Leisure, Tourism and Mobility) by Nina Prebensen, Joseph Chen, 2017.
10. Hospitality Management: People Skills and Manners on and off the Job by Lyn Pont, 2014.

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Discipline Specific Core Course (DSC– F-III)**

**PAPER TITLE: HOSPITALITY IN HOTELS**

**Paper No: XXXXX**

**Theory: 4 lectures/week**

**Credits: 04**

**Total Marks: 50 (Theory)**

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**Course Outcomes:** The students will acquire knowledge of

1. To Understanding Hospitality Industry Fundamentals
2. To know about the Customer Service Excellence.
3. To understand the Hotel Operations Management and Hospitality Marketing, Sales.
4. To learn about the Human Resources in Hospitality
5. To understand about the Legal and Ethical Issues with Sustainable Practices.

**Content of syllabus**

<b>Unit 1</b>	<b>Operations in Hotels</b>	4Hrs.
1.1	Understand the Operations in hotels	
1.2	Various Hotel Types based on tourist interest	
1.3	Hotels check in and checkout trimming for the Tourist	
1.4	Study the class vise system in the Hotels	
<b>Unit 2</b>	<b>Hotel Management.</b>	4Hrs
2.1	Understand the system of Hotel Management through various aspects.	
2.2	Working as receptionist or Manager in hotels.	
2.3	Understand the customer behaviors.	
2.4	Discounts and Packages for various days in the Year.	
<b>Unit 3</b>	<b>Housekeeping and Laundry Operations</b>	4Hrs
3.1	Understand the Workers handling system with all aspect.	
3.2	Concept of Maid's Trolley Setting and Care.	
3.3	Cleaning & polishing of surfaces- metals and glass clean	
3.4	Check in the Floor, Carpets, Paints, Varnishes.	
<b>Unit 4</b>	<b>Write a Report on Hotel Management.</b>	3Hrs
4.1	Report as a main part of Hotel Management with Tourist interest	
4.2	Report writes on Hotel Management and other Activities.	
4.3	Message/Departure/Maintenance Register & follow ups of the Tourist.	

#### 4.4 Concept of Hotel Management is art in the Tourist Sector.

#### References:

1. Sustainability in the Hospitality Industry 2nd Ed: Principles of Sustainable Operations by Willy Legrand, Philip Sloan, 2012.
2. Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.
3. Strategic Management for the Hospitality and Tourism Industry by Vincent Sabourin, 2021.
4. Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
5. Phillip T Kotler , John T Bowen, Makens Ph.D, James : Marketing for Hospitality and Tourism :2015
6. Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
7. Setting the Table: The Transforming Power of Hospitality in Business by Danny Meyer, 2008.
8. Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality by Jacob Tomskey, 2016.
9. Hospitality 2.0: Digital Revolution in the Hotel Industry by Ira Vouk, 2022.
10. Housekeeping Management in Hotel and Service Industry by Pralay Ganguly, 2019.



**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Skill Enhancement Courses (SEC– F-I)**

**PAPER TITLE: LABORATORY WORK: INTERNATIONAL TICKET BOOKING**

**Paper No: XXXXXI**

**Credits: 02**

**Practical: 4 lectures/week**

**Total Marks: 50 (Practical)**

- 
1. To understand the Airline policies and services.
  2. To know about the tourist requirements and goals.
  3. To understand basics of ticket booking.
  4. To learn about various tourist packaging and costing.
  5. To understand the cancellation policies.

**List of Practical's:**

1. Confirms the Destinations and Dates of various tourist groups.
2. Set budget for different locations and different tourist groups.
3. Search the flights for locations which were tourist interested.
4. Vacation wise booking for tourist.
5. Europe tour packaging and costing for 30 tourist group.
6. Compare ticket prices of flight and booking.
7. Tour costing and packaging for different tourist groups.
8. International tours documents collection and distributions.
9. Immigration process: filling form and collection documents.
10. VISA application and checking status.

**Nature of Practical Question Paper:**

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any Three practical from the above	30 marks
Q.2: Practical record book	10 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Skill Enhancement Courses (SEC– F-II)**

**PAPER TITLE: LABORATORY WORK: WORK EXPERIENCE IN TOURISM  
SECTOR**

**Paper No: XXXXXII**

**Credits: 02**

**Practical: 4 lectures/week**

**Total Marks: 50 (Practical)**

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**Course Outcomes:** The students will acquire knowledge of

1. To understand the tourism and service industry knowledge.
2. To know about the cultural awareness in the tourism industry.
3. To learn about the customer service skill and gaining money.
4. To earn the Internship Experience from the tourism industry fields.
5. To understand the tour operations and management

**List of Practical's:**

1. Planning for tours and data collection from the tourist.
2. Application writing to the hotel management system.
3. Booking the hotel through the different online platform.
4. Various tours operation and planning status.
5. Work in tourism office with proper timing.
6. Report checking and conclusion remark.
7. Write an application email to the hotel manager.
8. Work experience used in working with booking online portal.
9. Organisation different tours and prepare the boards.
10. Write a report and concluding remark on hotel management.

**Nature of Practical Question Paper:**

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any Three practical from the above	30 marks
Q.2: Practical record book	10 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Skill Enhancement Courses (SEC– F-III)**

**PAPER TITLE: LABORATORY WORK: HOSPITALITY IN HOTELS**

**Paper No: XXXXXIII**

**Credits: 02**

**Practical: 4 lectures/week**

**Total Marks: 50 (Practical)**

**Course Outcomes:** The students will acquire knowledge of

1. To Understanding Hospitality Industry Fundamentals
2. To know about the Customer Service Excellence.
3. To understand the Hotel Operations Management and Hospitality Marketing, Sales.
4. To learn about the Human Resources in Hospitality
5. To understand about the Legal and Ethical Issues with Sustainable Practices.

**List of Practical's:**

1. Hotel booking status checking and confirmation to the tourists.
2. Booking the best hotel suits to the clients or tourist.
3. Budgeting as per the requirement of the tourist's plan.
4. Book hotel management system with special treatments.
5. Search the best hotels with good locations and less price.
6. Group booking with tour operator or tour manager.
7. Itinerary creation with tourist plans and good planning
8. Changing in itinerary according to the destination and time.
9. Route Map making with various destinations.
10. Itinerary and Route Map making with help of tourist plan.

**Nature of Practical Question Paper:**

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any Three practical from the above	30 marks
Q.2: Practical record book	10 marks
Q.3: Viva – voce	10 marks

**Bachelor of Vocation (B. Voc.) Part III - Sem. VI (Degree)**

**Skill Enhancement Courses (SEC– F-IV)**

**Paper Title: Project**

**Paper No: XXXXXIV**

**Credits: 02**

**Term Work: 2 lectures/week**

**Total Marks: 50 (Internal)**

**Course Outcomes:** The students will acquire knowledge of

1. To understand the tour operation and management.
2. To know about the actual planning and management.
3. To understand the on-field problem and solutions.
4. To operate the tour planning and arrangement.
5. To understand the cost analysis of tours.

**Suggested Places:**

**1. In Maharashtra:**

Konkan, Lonar Sarovar, Aurangabad, Nagpur, Pune, Mumbai, Nashik: One tour for 5 days

**OR**

**2. Out of Maharashtra:**

North India / South India, Kerala, Goa, East Side of India: One long tour at list 10 days.

**Nature of Evaluation: INTERNAL      50 Marks**

Project Writing      30 Marks

Viva- Voice      20 Marks

\*\*\*