

ALL SAINTS' COLLEGE
TRIVANDRUM, KERALA

CERTIFICATE COURSE

4



ALL SAINTS' COLLEGE TRIVANDRUM

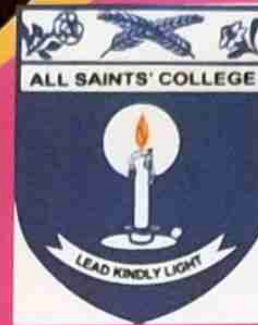
Objectives:

- Knowledge enhancement
- Employability skills
- Cognitive Thinking
- Developing Research skills

Resource Persons: Dr. Sonya J Nair, Ms. Kukku Xavier, Dr. Liji Varghese, Ms. Simna S Stephen, Ms. Sapna Sreenivas, Dr. Kavitha N, Ms. Joveeta Justin

Date of Commencement: 01/02/2021

Duration : 30 hrs



BUSINESS ENGLISH

-(ENG.C.20.1) CERTIFICATE COURSE



PATRON: REV. MOTHER MARY FRANCES
DIRECTOR: SR. BELINDA PEREIRA
PRINCIPAL: DR DEEPA M





ALL SAINTS' COLLEGE

Thiruvananthapuram-695007, Kerala, India
Phone: 0471-2501153

E-mail: allsaintscollegeasc@gmail.com

Name of Course	ENG.C20.1 Business English
Department offering the Course	Department of English
Course Duration	30 Hours
Faculty In Charge	Ms Celina James

Certificate Course Offered for B Com TTM ENG.C20.1 Business English

Syllabus

OBJECTIVES

This uniquely designed course aims at thorough understanding of the fundamental soft skills and of their practical social and workplace usage. It helps participants to communicate effectively and to carry themselves confidently and in harmony with the surroundings. They also learn how to identify and overcome the barriers in interpersonal relationships, and to employ oral and written communication, teamwork, leadership, problem-solving and decision-making skills, to gain best results

Module 1 (4 hrs) (1 hour each)

- 1.1 Knowing Oneself - Discovering the Self- Setting Goals- Beliefs- Values- Attitude- Virtue
- 1.2 Confidence Building - Developing Positive Thinking and Attitude; Driving out Negativity; Meaning and Theories of Motivation; Enhancing Motivation Levels
- 1.3 Defining Strengths - Self theory - Characteristics of fully functioning individuals – manifestations of low and high self esteem – techniques for enhancing self esteem – nurturance techniques
- 1.4 Thinking Creatively - Creativity, critical thinking- problem solving- Strategies to enhance Emotional Intelligence

Module 2 (6 hrs)

- 2.1 Personal Values - Developing Positive Thinking and Attitude- Group and Ethical Decision-Making- Problems and Dilemmas in application of these skills
- 2.2 Time and Stress Management- Time management- Concept, Essentials, Tips- Stress- Definition-Nature- Types- Symptoms and Causes- Stress Analysis and Impact of Stress- Measurement and Management of Stress
- 2.3 Interpersonal Skills - Interpersonal relations- communication models, process and barriers- team communication- developing interpersonal relationships-

Module 3 (6 hrs)

3.1 Appropriate and Contextual Use of Language - Meaning and objectives of written communication- Business Letter: Essentials of a business letter- layout and parts of a business letter- Report writing – Process of writing, Types of reports- graphical representation of data and interpretation

3.2 Nonverbal Communication - Importance and Elements- Corporate Skills / Working with Others Developing body language- Practising etiquette and mannerism - cultural codes for effective and business Presentations- Business Etiquettes.

3.3 Public Speaking- Skills- Methods- Strategies and Essential tips for effective public speaking- Etiquettes for Public Speaking (extempore and lectures), Interviews and Group Discussions- Etiquettes for Business presentations – Team presentations and Individual presentation

Module 4 (4 hrs)

4.1 Problem Solving - Meaning- Types and Models- Group and Ethical Decision-Making- Problems and Dilemmas in application of these skills

4.2 Organizational Skills - Types of Leaders- Leadership Behaviour- Assertiveness Skills- Structuring the ideas-collecting the relevant materials - Creating Outlines – Headings of Sections- Topic Sentences- Reviewing Sentences and Rewriting Paragraphs - Revising Drafts

4.3 Team Work - Concept of Teams- Building effective teams- Concept of Leadership and Honing Leadership skills- Conflict resolution- Methodology of Group discussions- Role Functions in Group Discussion- Types of Non – functional Behaviour,- Improving group performance- Participating in Mock group discussions

Module 5 (4 hrs)

5.1 Business/Technical Communication - Selling Self / Job Hunting Writing resume/CV - interview skills - Group discussion - Mock interview - Mock GD – Goal setting - Career planning


5.2 Job Oriented Skills -Interviewer and Interviewee -Tips for Success- Intrapersonal and Management Excellence- Trade communication - Trade enquiries- quotations- tenders- placing orders- complaints- claims and adjustments and follow-up- Sales Letters- circular letters- banking and insurance communication

5.3 Professional Etiquette -Etiquette and Manners – Social and professional The values and expectations of different cultures- determining which etiquette style is best suited to particular cultures- Understanding business etiquette- Minimum standards required by etiquette practice- Example of organizational culture- Knowledge and appreciation of courtesy and good manners at work


Module 6 (6 hrs)

(Teaching how to write a research paper in Commerce/ Management)

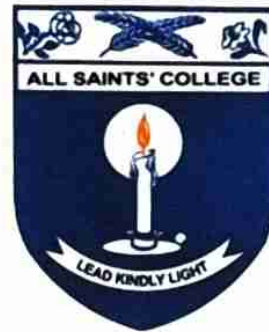
Steps in writing a research paper- aim- objectives- statement of the problem- hypothesis- methodology- sampling/survey/questionnaire- analysis & findings- Citation


Dr Sonya J. Nair
Head, Department of English
All Saints' College
Thiruvananthapuram



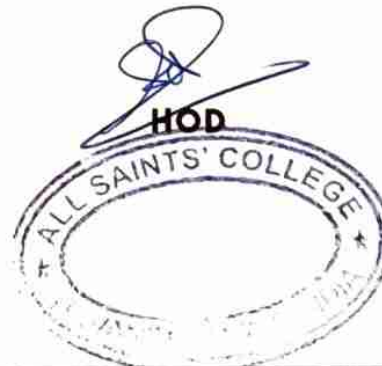

Reshmi
Principal
All Saints' College
Thiruvananthapuram-7

COURSE COMPLETION CERTIFICATE



This is to certify that Ms. Parvathy S J has successfully completed the 30 hour Certificate Course on Business English [ENG.C.20.1] from 01/02/2021 - 30/03/2021 which was organised by the Department of English, All Saints' College, Thiruvananthapuram.


COURSE CO ORDINATOR



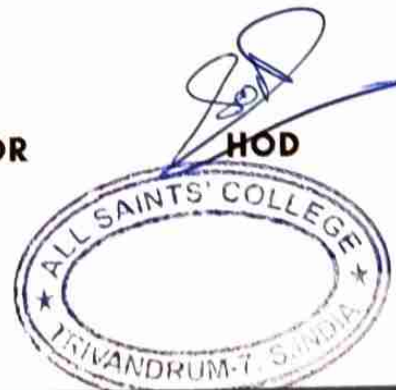

PRINCIPAL

COURSE COMPLETION CERTIFICATE



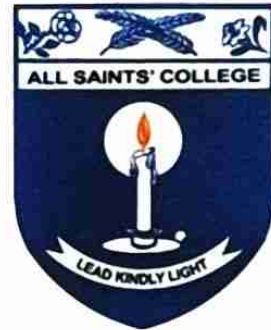
This is to certify that Ms. Athulya A M has successfully completed the 30 hour Certificate Course on Business English [ENG.C.20.1] from 01/02/2021 - 30/03/2021 which was organised by the Department of English, All Saints' College, Thiruvananthapuram.


COURSE CO ORDINATOR




PRINCIPAL

COURSE COMPLETION CERTIFICATE



This is to certify that Ms. Vaishnavi Vijayakumar has successfully completed the 30 hour Certificate Course on Business English [ENG.C.20.1] from 01/02/2021 - 30/03/2021 which was organised by the Department of English, All Saints' College, Thiruvananthapuram.

COURSE CO ORDINATOR

HOD

PRINCIPAL



Teachers' Attendance Register

No.	Name	Desi gnation	Leave already availed of	FN		DATE																			
				AN	FN	1	2	3	4	5	6	7	8	9											
1	Adithyan Joseph			FN	X	X	X	X	X																
2	Anshika Anil			FN	X	X	X	X	X																
3	Ann Maria Vinu			FN	X	X	X	ab	X																
4	Divya S			FN	X	X	X	X	X																
5	Prayathra R.A			FN	X	X	X	X	X																
6	Geethu Suresh S			FN	X	X	X	X	X																
7	Chopika Rayith			FN	X	X	X	X	X																
8	Meera D. B			FN	X	X	X	X	X																
9	Mubalima S.D			FN	X	X	X	X	X																
10	Neha Mathew			FN	X	X	X	X	X																
11	Silpa A.R			FN	X	X	X	X	X																
12	Smrithi S. Beju			FN	X	X	X	X	X																
13	Sneha Smil Nair			FN	X	X	X	X	X																

Date

Inspecting Officer

CERTIFICATE COURSE ON BUSINESS ENGLISH for the month of Feb. 2001

Total Marks out of 30

DATE	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	No. of Days Present	Leave during the month			Total Casual Leave	REMARKS	
																								CL	RL	LP			
																									X	X			X
	X	X	ab			X	X	X	X			X	X	X	X	X	X							26					Anshika
	X	X	X			X	X	X	X			X	X	X	X	X	X							29					Anu
	X	X	X			X	ab	X	X			X	X	X	X	X	X							25					Danya
	X	X	X			X	ab	X	X			X	X	X	X	X	X							25					Prayathra
	X	X	X			X	X	X	X			X	X	X	X	X	X							25					Meera B
	X	X	X			X	X	X	X			X	X	X	X	X	X							28					Mubalima
	X	X	X			X	X	X	X			X	X	X	X	X	X							29					Neha
	X	X	ab			X	X	X	X			X	X	X	X	X	X							25					Silpa
	X	X	X			X	ab	X	X			X	X	X	X	X	X							25					Smrithi
	X	X	X			X	X	X	X			X	X	X	X	X	X							26					Sneha

Headmaster

Headmaster

Teachers' Attendance Register

No.	Name	Designation	Leave already availed of	FN AN												
					1	2	3	4	5	6	7	8	9			
14	Tesya.S			FN	X	X	X	ab	X							X
				AN												
15	Varshawi Vijayakumar			FN	X	X	X	X	X							X
				AN												
16	Aamira Salan			FN	X	X	X	X	X							X
				AN												
17	Avani M. Gireesh			FN	X	X	X	X	X							X
				AN												
18	Ajitha M			FN	X	X	X	X	X							X
				AN												
19	Akshaya Shibu			FN	X	X	X	ab	X							X
				AN												
20	Amala Ignatious			FN	X	X	X	X	X							X
				AN												
21	Angasa Ajay.S			FN	X	X	X	X	X							X
				AN												
22	Anupama S.A			FN	X	X	X	X	X							X
				AN												
23	Archana P Babusej			FN	X	X	X	ab	X							ab
				AN												
24	Athira Rajendran A.R			FN												
				AN	X	X	X	ab	X							X
25	Abhilya.A.M			FN	X	X	X	X	X							X
				AN												
26	Devika.L			FN	X	X	X	X	X							X
				AN												

BUSINESS LEAVES
for the month of Feb-2021

DATE																															No of days Present	Leave during the month			Total Casual Leave	REMARKS
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	C.L	P.L	L.P												
X	X	X		X	X	X	X	X					X	ab	X	X	X												26					Aanya		
X	X	X		X	X	X	X	X					X	X	X	X	X													24					Vij	
X	X	X		X	X	X	X	X					X	X	X	X	X													26					Ramya	
X	X	X		X	X	X	X	X					X	ab	X	X	X													29					Anvitha	
X	X	X		X	ab	X	X	X					X	X	X	X	X													24					Ashika	
X	X	X		X	X	X	X	X					X	X	X	X	X													25					Ashika	
X	ab	X		X	X	X	X	X					X	X	X	X	X													25					Aanya	
X	ab	X		X	X	X	X	X					X	X	X	X	X													26					Aanya	
X	X	X		X	X	X	X	X					X	X	X	X	X													27					Aanya	
X	X	X		X	X	X	X	X					X	X	X	X	X													25					Aanya	
X	X	X		X	X	X	X	X					X	X	X	X	X													25					Aanya	
X	X	X		X	X	X	X	X					X	ab	X	X	X													28					Aanya	
X	X	X		X	X	X	X	X					X	X	X	X	X													28					Aanya	

Date

Inspecting Officer

Headmaster

Teachers' Attendance Register

for the month of Feb 2021

No.	Name	Designation	Leave already availed of	FN AN	DATE																				
					1	2	3	4	5	6	7	8	9												
27	Divya R Bij'u			FN	X	X	X	X	X				X												
				AN																					
28	Gayathri S. Keshava			FN	X	X	X	X	X				X												
				AN																					
29	Geeetha R.S			FN	X	ab	X	X	X			X													
				AN																					
30	H. L. Gowri Naru			FN	X	X	X	X	X				X												
				AN																					
31	Harsha Jey			FN	X	X	X	X	X				X												
				AN																					
32	Jennifer Johnny			FN	X	X	X	X	X			X													
				AN																					
33	Josephine J			FN	X	X	X	X	X				X												
				AN																					
34	Kalyani U			FN	X	X	X	X	X				X												
				AN																					
35	Malavika S			FN	X	X	X	X	X				X												
				AN																					
36	Neerakshi S			FN	X	X	X	X	X				X												
				AN																					
37	Meesy Kaladhil Jeevaraj			FN	X	X	X	X	X				X												
				AN																					
38	Neeraya			FN	X	X	X	X	X				X												
				AN																					
39	Parvathy S J			FN	X	X	X	X	X				X												
				AN																					

DATE																															No. of days Present	Leave during the month			Total Casual Leave	REMARKS
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	C.L	P.L	L.P												
ab	X	X			X	X	X	X	X			X	ab	X	X	X								26					D							
X	X	X			X	X	X	X	X			X	X	X	X	X								29					Mag							
X	X	X			X	X	X	X	X			X	X	X	X	X								30					D							
X	X	X			X	X	X	X	X			X	X	ab	X	X								25					Cas							
X	X	X			X	X	X	X	X			X	X	X	X	X								26					D							
X	X	X			X	ab	X	X	X			X	X	X	X	X								24					D							
X	X	X			X	X	X	X	X			X	X	X	X	X								28					J							
X	X	X			X	ab	X	X	X			X	X	X	X	X								26					K							
ab	X	X			X	X	X	X	X			X	X	X	X	X								27					M							
X	X	X			X	X	X	X	X			X	X	X	X	X								28					J							
X	X	X			X	ab	X	X	X			X	X	X	X	X								25					M							
X	X	X			X	X	X	X	X			X	X	X	X	X								26					M							
X	X	X			X	X	X	X	X			X	X	X	X	X								27					D							

Date _____ Inspecting Officer _____

Headmaster _____

Teachers' Attendance Register

BUSINESS

IN ENGLISH

for the month of Feb 2021

No.	Name	Designation	Leave already availed of	FN AN	DATE								
					1	2	3	4	5	6	7	8	9
40	Pouram: Main P			FN	X	X	X	X	X				X
				AN									
41	Rahana S.R			FN	X	X	X	ab	X				X
				AN									
42	Rakhi S.R			FN	X	X	X	X	X				X
				AN									
43	Remya S.S			FN	X	X	X	X	X				X
				AN									
44	Reshma Antony			FN	X	X	X	X	X				X
				AN									
45	Reshma Justus.V			FN	X	X	X	X	X				X
				AN									
46	Suvinna Joseph			FN	X	X	X	X	X				X
				AN									
47	Sangeetha V.R			FN	X	X	X	X	X				X
				AN									
48	Santha A.V			FN	X	X	X	X	X				X
				AN									
49	Vaishnavi B.S			FN	X	X	X	X	X				X
				AN									
50	Dayisha A			FN	X	X	X	ab	X				X
				AN									
51	Abia Sam			FN	X	X	X	X	X				X
				AN									
52	Abhinavi A			FN	X	X	X	X	X				X
				AN									

DATE																															No of days Present	Leave during the month			Total Casual Leave	REMARKS			
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	CL	PL	L.P															
X	X	X				X	X	X	X			X	X	X	X	X																26					<u>Pouram</u>		
X	X	X				X	X	X	X			X	X	X	X	X																					<u>Rahana</u>		
X	X	X				X	X	X	X			X	X	ab	X	X																					<u>Rakhi</u>		
X	X	X				X	X	X	X			X	X	X	X	X																						<u>Remya</u>	
X	X	X				X	X	X	X			X	X	X	X	X																						<u>Reshma</u>	
X	X	X				X	X	X	X			X	X	ab	X	X																						<u>Reshma</u>	
X	X	X				X	X	X	X			X	X	X	X	X																							<u>Suvinna</u>
X	X	X				X	X	X	X			X	X	X	X	X																							<u>Sangeetha</u>
X	X	X				X	X	X	X			X	ab	X	X	X	X																						<u>Santha</u>
X	X	X				X	X	X	X			X	X	X	X	X																							<u>Vaishnavi</u>
X	X	X				X	X	X	ab	X																													<u>Dayisha</u>
X	X	X				X	X	X	X			X	X	X	X	X																							<u>Abia</u>
X	X	X				X	X	X	X			X	X	X	X	X																							<u>Abhinavi</u>

Date

Inspecting Officer

Headmaster

Teachers' Attendance Register

- 1508 10/10/2021
for the month of Feb 2021

No.	Name	Desi gnation	Leave already availed of	FN								
				1	2	3	4	5	6	7	8	9
53	Andrean Paulose			X	X	X	X	X				X
54	Andreia Clement			X	X	X	X	X				ab
55	Aryali. S. Menon			X	X	X	X	X				X
56	Azathi A.S			X	X	X	X	X				X
57	Aadha Vijay			X	X	X	X	X				X
58	Asna Mool Azathi A.S			X	X	X	X	X				X
59	Christina Thomas			X	X	X	X	X				X
60	Gowri. L.			X	X	X	X	X				X
61	Karshma Augustin			X	X	X	X	X				X

Signature of
the Coordinator

Signature of HOD

Signature of Principal



Principal
All Saints' College
Thiruvananthapuram-7

DATE																															No of days Present	Leave during the month			Total Casual Leave	REMARKS											
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	C.L	P.L	L.P																							
X	X	X			X	X	X	X	X			X	X	X	X	X																24					Amelia										
X	X	X			X	X	X	X	X			X	ab	X	X	X	X																					Prudhvi									
X	X	X			X	ab	X	X	X			X	X	X	X	X																							Arushi								
ab	X	X			X	X	X	X	X			X	X	X	X	X																							Arushi								
X	X	X			X	X	X	X	X			X	X	ab	X	X	X																							Arushi							
X	X	X			X	X	X	X	X			X	X	X	X	X																								Arushi							
X	X	X			X	X	X	X	X			X	X	X	X	X																									Arushi						
X	X	X			X	X	X	X	X			X	X	X	X	X																										Arushi					
X	X	X			X	X	X	X	X			X	X	X	X	X																											Arushi				
X	X	X			X	X	X	X	X			X	X	X	X	X																													Arushi		
X	X	X			X	X	X	X	X			X	X	X	X	X																															Arushi

Date

Inspecting Officer

Headmaster



ALL SAINTS' COLLEGE

Thiruvananthapuram-695007, Kerala, India
Phone: 0471-2501153

E-mail: allsaintscollegeasc@gmail.com

Department of English

Course Summary

CERTIFICATE COURSE- Business English (ENG.C.20.1)

The **certificate course** on '**Business English (ENG.C.20.1)**' is organised and conducted by the Department of English, All Saints' College, Thiruvananthapuram. The course is specially designed to provide an understanding on the fundamental soft skills and of their practical social and workplace usage. It helps participants to communicate effectively and to carry themselves confidently and in harmony with the surroundings. They also learn how to identify and overcome the barriers in interpersonal relationships, and to employ oral and written communication, teamwork, leadership, problem-solving and decision-making skills, to gain best results. The course has a well-defined syllabus structure and implementation plan to help students in their future career. The course was coordinated by Ms. Simna S Stephen to enable students to achieve excellence in both personal and professional life. The course duration was 30 hours. In 2020-21 academic year 61 students were enrolled for this course. The Certificate course started on 01/02/21 and terminated on 30/03/21. All the students attended exit exam on 10/04/21 and certificate was also issued to them on the successful completion of course. The course outcome was met.



Reshmi
Principal
All Saints' College
Thiruvananthapuram