

Resolution No. AC/III/(22-23).3.RUV3

S. P. Mandali's
Ramnarain Ruia Autonomous College
(Affiliated to University of Mumbai)



Syllabus for
Program: F.Y.BVoc Tourism and Travel
Management

Program Code: (RUVAECTTM)

(As per the guidelines of National Education Policy 2020-
Academic year 2024-25)

(Choice based Credit System)

Course Code : RUVAECTTM.O101

Course Title: Communication Skills in English - I

Type of Course: Ability Enhancement Course

Semester I

Academic Year 2024-25

COURSE OUTCOMES:

COURSE OUTCOME	DESCRIPTION
	A student completing this course will be able to:
CO 1	Learn key concepts of communication to build up confidence in oral and interpersonal communication.
CO 2	Develop specific verbal and non-verbal communication, body language abilities necessary to conduct effective communication in a professional environment.

DETAILED SYLLABUS

Course Code	Unit	Course/ Unit Title Communication Skills In English - I	2 Credits/ 30 Hours
RUVAECTTM.O101	I	Spoken English: <ul style="list-style-type: none"> Grammar and punctuation: Everyday English: Greetings, Describing people, places, activities, situations Concepts of Communication Process and barriers Purpose and Types- Formal and Informal, Verbal and non-verbal 	15

	II	<p>Verbal Communication:</p> <ul style="list-style-type: none">• Oral Communication: Presentation, anchoring, viva voce, interview, public speaking, panel and group discussions• Audio-visual communication (telephonic, video call-based interactions). <p>Non-verbal Communication and Body Language:</p> <ul style="list-style-type: none">• Forms of non-verbal communication• Interpreting body-language cues <p>Effective use of body language</p>	15
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Course Code : RUVAECTTM.E111

Course Title: Communication Skills in English - II

Type of Course: Ability Enhancement Course

Semester II

Academic Year 2024-25

COURSE OUTCOMES:

COURSE OUTCOME	DESCRIPTION
	A student completing this course will be able to:
CO 1	Learn report writing and social correspondence and learning interpretations for technical data.
CO 2	With special focus on the tourism industry, learning its particular mode of conducting business communication.

DETAILED SYLLABUS

Course Code	Unit	Course/ Unit Title	2 Credits/ 30 Hours
RUVAECTTM.E111	I	Social and Official Correspondence: <ul style="list-style-type: none"> Letter Writing: Enquiries, complaints and replies; Basic Resume Writing and Cover letters Email Writing: Principles of E-mail: E-mail Etiquette, Overcoming Problems in E-mail Communication 	15
	II	Report Writing: <ul style="list-style-type: none"> Types of Reports and Different Formats, Committee reports, Newspaper and activity reports Writing Skills : <ul style="list-style-type: none"> Interpretation of Technical Data: To read and interpret maps, charts, graphs Summary and Precise writing 	15

Modality of Assessment: Ability Enhancement Course

A) Internal Assessment- 40%- 20 Marks

Sr No	Evaluation type	Marks
1	Class Test/ Project / Assignment / Presentation	20
	TOTAL	20

B) External Examination (Semester End)- 60%- 30 Marks

Semester End Theory Examination:

1. Duration – The duration for these examinations shall be of **1 hour**.
2. Theory question paper pattern:
 - i. There shall be **1** question on each unit. Total 2 questions of **15** marks each.
 - ii. All questions shall be compulsory with internal choice within the questions.

Question	Options	Marks	Questions Based on
1	A or B	15	Unit – I
2	A or B	15	Unit - II
	TOTAL	30	