University of Mumbai

No. AAMS (UG) /122 of 2021

CIRCULAR:-

Attention of the Principals of the Affiliated Colleges and Directors of the recognized Institutions in Faculty of Humanities.

They are hereby informed that the recommendations made by the Board of Studies in **English** at its meeting held on 30th April, 2021 **vide** item No. **3(i)** and subsequently passed by the Board of Deans at its meeting held on 11th June, 2021 **vide** item No. **5.4** have been accepted by the Academic Council at its meeting held on 29th June, 2021, **vide** item No. **5.4** and subsequently approved by the Management Council at its meeting held on 29th July, 2021 **vide** item No. **16** and that in accordance therewith, in exercise of the powers conferred upon the Management Council under Section 74(4) of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017) the Ordinance **6635 & 6636** Regulations **9378 & 9379** and the syllabus of **Diploma in Corporate English** has been introduced and the same have been brought into force with effect from the academic year **2022-23**, accordingly. (The same is available on the University's website www.mu.ac.in).

MUMBAI – 400 032
25th October, 2021

(Sudhir S. Puranik)
REGISTRAR

To,

The Principals

of the Affiliated Colleges and Directors of the recognized Institutions in Faculty of Humanities. (Circular No. UG/334 of 2017-18 dated 9th January, 2018.)

A.C/5.4/29/06/2021
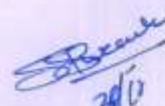**M.C/16/29/07/2021**

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No. AAMS (UG) /122-A of 2021   MUMBAI-400 032   25th October, 2021

Copy forwarded with Compliments for information to:-

1) The Chairman, Board of Deans
2) The Dean Faculty of Humanities,
3) The Chairman, Board of Studies in English,
4) The Director, Board of Examinations and Evaluation,
5) The Director, Board of Students Development,
6) The Co-ordinator, University Computerization Centre,

(Sudhir S. Puranik)
REGISTRAR

Copy to :-
1. The Deputy Registrar, Academic Authorities Meetings and Services (AAMS),
2. The Deputy Registrar, College Affiliations & Development Department (CAD),
3. The Deputy Registrar, (Admissions, Enrolment, Eligibility and Migration Department (AEM),
4. The Deputy Registrar, Research Administration & Promotion Cell (RAPC),
5. The Deputy Registrar, Executive Authorities Section (EA),
6. The Deputy Registrar, PRO, Fort, (Publication Section),
7. The Deputy Registrar, (Special Cell),
8. The Deputy Registrar, Fort/ Vidyanagari Administration Department (FAD) (VAD), Record Section,
9. The Director, Institute of Distance and Open Learning (IDOL Admin), Vidyanagari,

They are requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to in the above circular and that on separate Action Taken Report will be sent in this connection.

1. P.A to Hon'ble Vice-Chancellor,
2. P.A Pro-Vice-Chancellor,
3. P.A to Registrar,
4. All Deans of all Faculties,
5. P.A to Finance & Account Officers, (F.& A.O),
6. P.A to Director, Board of Examinations and Evaluation,
7. P.A to Director, Innovation, Incubation and Linkages,
8. P.A to Director, Board of Lifelong Learning and Extension (BLLE),
9. The Director, Dept. of Information and Communication Technology   (DICT) (CCF & UCC), Vidyanagari,
10. The Director of Board of Student Development,
11. The Director, Department of Students Walfare (DSD),
12. All Deputy Registrar, Examination House,
13. The Deputy Registrars, Finance & Accounts Section,
14. The Assistant Registrar, Administrative sub-Campus Thane,
15. The Assistant Registrar, School of Engg. & Applied Sciences, Kalyan,
16. The Assistant Registrar, Ratnagiri sub-centre, Ratnagiri,
17. The Assistant Registrar, Constituent Colleges Unit,
18. BUCTU,
19. The Receptionist,
20. The Telephone Operator,
21. The Secretary MUASA

for information.

**New ordinances 6635 & 6636 relating to the
Diploma in Corporate English.**

1. **Necessity of Starting this course:**

   A. English has developed into a universal language for business and trade around the world. English unites people and companies from different backgrounds, countries and languages and allows them to communicate in a clear and effective way. Corporate English, thus, becomes a crucial study for individuals who need the linguistic tools to interact effectively in a business environment, and is a means to increase their employability index.

   B. A certificate course in Corporate English aims at preparing the learners for situations one is likely to face in the corporate setup, across different kinds of workspaces. It shall definitely help to equip learners with the valuable skills needed to communicate effectively, giving them an added advantage to the cutting-edge competition in the field. These skills include:

      i. Learning key vocabulary and phrases with accurate pronunciations used in corporate and professional setting, mastering professional email, letter and business writing, delivering presentations, giving opinions, negotiating, describing graphs and charts as well as conducting andtaking part in meetings.

      ii. Honing the aspects of corporate English related to teamwork, business etiquette, relationship building, networking, writing a CV or a résumé, applying for a job, interview skills and so on.

2. **Whether UGC has recommended to start the said Courses?**

   UGC has given guidelines for introduction of career oriented courses (https://www.ugc.ac.in/oldpdf/xiplanpdf/revisedcareerorientedcourses.pdf). Universities are allowed to run the diploma / certificate courses and with due approval of its governing councils/ statutory council wherever required (Ref: https://www.ugc.ac.in/faq.aspx). However, u/s 5(16) under MaharashtraPublic Universities Act, 2016 (Mah. Act No. VI of 2017), Universities are empowered to start to prescribe the courses of instruction and studies in choice based credit system for the various examinations leading to specific degrees, diplomas or certificates in a stand-alone format or joint format with other State or national or global universities.

3. **Whether all the courses have commenced from academic year 2020-21?** The above certificate course recommended by the BoS in English, and furtherapproved by the statutory bodies is to be introduced from the Academic Year2021-2022.

4. **The courses started by the University are self-financed, whether adequatenumber of eligible permanent Faculties are available?**

   The certificate course is purely self-financed. The department/affiliated colleges interested in its affiliation need to comply with the norms laid down asabove.

5. **To give details regarding duration of the course and is it possible to compress the course?**

   The duration of the course is maximum 6 month {6 Months (July-December / January-June)} with total 30 contact hours consist of maximum 2 Credits on completion of total 30 hours.

6. **The intake capacity of each course and no. of admissions given in the current academic year (2021-22)**

   The intake capacity is set to maximum 40 students per batch.

7. **Opportunities of employability/employment available after undertakingthese courses:**

   Corporate English, primarily represented by a good command of the English language, is a key employability skill required by most corporate employers, private firms, and is gaining importance in government bodies as well. The Diploma in Corporate English aims at increasing the learner's employability index by providing them with the required linguistic inputs to:

   i)   Be employed in a corporate firm or, for that matter, in any local,national or international business organisation.

   ii)   Be employed in the government/ public sector.

   iii) Start one's own start-up or a private venture.

   iv)   Work abroad in countries such the USA, the UK among several others.

   v)   Get an added edge for promotions (the individual's visibility in theorganization) and better professional and networking opportunities.

UNIVERSITY OF MUMBAI

Syllabus for the

Diploma in Corporate English

(to be introduced with effect from the academic year 2022-23)

UNIVERSITY OF MUMBAI

Syllabus for Approval

Sr. No.	Heading	Particulars
1	Title of the Programme **O. 6635**	**Diploma in Corporate English**
2	Eligibility for Admission **O.6636**	Candidate who passed 10+2 examination in Arts / Science / Commerce or equivalent examination
3	Passing Marks **R - 9378**	The candidate must obtain 40 % of the total marks in external and internal examination to pass the course
4	Ordinances / Regulations (if any)	-
5	No. of Years / Semesters **R - 9379**	One Year-Two Semesters
6	Level	~~P.G. / U.G.~~/ Diploma / ~~Certificate~~ (Strike out which is not applicable)
7	Pattern	~~Yearly~~ / Semester (Strike out which is not applicable)
8	Status	New / ~~Revised~~ (Strike out which is not applicable)
9	To be implemented from Academic Year	From Academic Year **2022-2023**

Date: 30/04/2021

Signature:

Name of BOS Chairperson / ~~Dean~~: **Dr. Sudhir Nikam**

University of Mumbai
Diploma in Corporate English

(With effect from the academic year 2022-23)

Syllabus

1	Title of the Programme **O. 6635**	**Diploma in Corporate English**
2	Eligibility for Admission **O. 6636**	Candidate who passed 10+2 examination in Arts / Science / Commerce or equivalent examination
3	Intake Capacity	40 Students per batch
4	Passing Marks	The candidate must obtain 40 % of the total marks in external and internal examination to pass the course
5	Selection	First Come First Served Basis
6	Credits	16 Credits
7	Duration of the Course	One year/Two Semesters
8	Number of Contact Hours	40(lectures) + 20 (tutorial) Per Theory Paper 60 Learning Hours Per Practical Paper
9	Fee Structure	Rs. 5000/- (The fee covers tuition fee, remuneration of teacher, infrastructural expenses, books, stationery, examination fee etc.)
10	Teaching Faculty Qualification	As per UGC Guidelines
11	Remuneration of Teacher	As per University / Government Guidelines
12	Centre	Any College/Department/Institution under the purview of the University of Mumbai
13	Level	U.G. / Diploma
14	Pattern	Semester
15	Status	To be implemented from the Academic Year 2021-2022

<div align="center">**Diploma in Corporate English**</div>

Preamble:

English is the universal language for business and trade around the world. It unites people and companies from different backgrounds, countries and languages and allows them to communicate effectively. That's why Corporate English becomes a crucial study for individuals who need these skills to interact in a business environment, thereby increasing their employability index learners in the corporate and public sectors.

These skills include learning key vocabulary and phrases with accurate pronunciations used in corporate and professional settings, and mastering professional and business writing skills. Writing a CV or learners a résumé, applying for a job, preparing for interviews, and displaying business etiquettes are also prerequisite skills when one ventures into the job market.

It is with this backdrop that the Diploma in Corporate English is designed. It aims at preparing the learners for situations one is likely to face in the corporate sector. It will equip learners with the valuable skills needed to communicate effectively, giving them an added advantage in the cutting-edge competition in the field. This diploma aims at increasing the learner's employability index by providing them with the required inputs to be employed in a corporate firm or in any local, national or international business organization.

Objectives of the course:

- To train learners in communicating accurately and confidently in a corporate scenario
- To enable learners enrich their pronunciation, vocabulary, and grammar
- To enable learners to participate effectively and efficiently in corporate speech situations
- To help learners develop business writing skills
- To enhance learners' employability index through practical exposure and internship

Learning outcomes:

- CO 1: Learners will be able to use Business English with accuracy and fluency
- CO 2: Learners will have an improved pronunciation, vocabulary and grammar.
- CO 3: Learners will demonstrate the ability to communicate effectively in situations including meetings, negotiations, telephoning skills, presentations etc.
- CO 4: Learners will be able to write effective emails, agendas, reports, formal letters etc.
- CO 5: Learners will display command over administrative and persuasive skills and proficiency in corporate communication.

University of Mumbai
Diploma in Corporate English

Semester I

Course: Theory

Course Title: Introduction to Corporate English

Paper: I

(With effect from the academic year 2022-23)

01	**Syllabus as per Choice Based Credit System**	
i.	Title of the Programme	**Diploma in Corporate English**
ii.	Course Code	
iii.	Course Title	**Introduction to Corporate English**
iv.	Course Contents	Enclosed a copy of the syllabus
v.	References and Additional References	Enclosed in the Syllabus
vi.	Credit Structure (No. of Credits)	04
vii.	No. of lectures per Unit	15
viii.	No. of lectures per week	04
ix.	No. Tutorials per week	01
x.	Total Marks	100
02	**Scheme of Examination**	Theory Examination + Internal Evaluation (60+40)
03	**Special notes, if any**	No
04	**Eligibility, if any**	HSC of any stream or Equivalent Certificate
05	**Fee Structure**	As per University Structure
06	**Special Ordinances / Resolutions if any**	No

Semester I– Paper I
Title: Introduction to Corporate English

Unit 1: Preparing for the Corporate World   (10 lectures)
- Know Your Corporate World
- English in Corporate Job Profile
- Language and Corporate Culture
- Corporate Literacy
- Skills that get you hired

Unit 2: Mend Your Language   (10 lectures)
a. Pronunciation
- Neutralizing accent
- Stress & Intonation
- Pronouncing words of foreign origin
- Enunciation
b. Vocabulary
- Profession specific diction
- Collocations
- Usage
- Strategies, tools and techniques to enrich professional diction
c. Grammar
- Common Errors at sentence level
- Discourse Errors

Unit 3: Preparing for Corporate Career   (10 lectures)
- Job Hunting I: Knowing What You Want
- Job Hunting II: Knowing Where to Look/
                   Understanding Professional Networking
- Job Hunting III: Preparing for Interviews and GDs, etc.

Unit 4: Corporate Communication: Onboarding   (10 lectures)

- Getting Hired: Writing Powerful CVs and Cover Letters
- Asking for and Giving Information: Making Inquiry and Replying to them
- Conflict Resolution: Responding to Oral and Written Complaints
- Assertive Communication: Giving and Accepting Criticism
- Speaking with Confidence: Making Effective Use of Voice and Body Language

Evaluation Pattern:

Internal Assessment (40 Marks):

Sr. No.	Particulars	Marks
1	Classroom Attendance & Participation	10
2.	Oral Presentation (Use of ICT is recommended)	10
3	Test/Written Assignment	20

Suggested Topics for Internal Assessment:
- Interviewing entrepreneurs
- Mock meeting/interview
- Group Discussion
- Presentations (group/pair/individual) with ICT
- Job-Specific SWOC Analysis of Language Proficiency
- Email applications and Email invitations
- Module-wise journal entry – for reflections on learning that has taken place.
- Group Projects (prepare a social media campaign on an issue of the students' choice)
- Conversations with subordinates or a superior or an outsider:(to examine the first few minutes of the body language/ words used)
- Making Presentations and Short Speeches
- Participation in mock-interviews and mock GDs

N.B.: Students, in consultation with and due approval of the instructor, may work on similar and relevant topics.

Semester End Examination (60 Marks):

Evaluation: Semester End Examination Pattern   60 Marks   Hours: 02

The Semester End Examination for 60 marks will have 4 questions of 15 marks each (with internal choice):

Question 1	Objective (15/20)	15 Marks
Question 2	Short Notes (3/5)	15 Marks
Question 3	Short Answer (3/5)	15 Marks
Question 4	Application/Long answer (2/3)	15 Marks

University of Mumbai
Diploma in Corporate English
Semester I

Course: Practical

Course Title: Project

Paper: II

(With effect from the academic year 2022-23)

01	**Syllabus as per Choice Based Credit System**	
i	Title of the Programme	**Diploma in Corporate English**
ii	Course Code	
iii	Course Title	**Project**
iv	Course Contents	Enclosed a copy of the syllabus
v	References and Additional References	Enclosed in the Syllabus
vi	Credit Structure (No. of Credits)	04
vii	No. of Learning Hours	60
viii	No. Tutorials per week	01
ix	Total Marks	100
02	**Scheme of Examination**	Internal Evaluation (75+25)
03	**Special notes, if any**	No
04	**Eligibility, if any**	HSC of any stream or Equivalent Certificate
05	**Fee Structure**	As per University Structure
06	**Special Ordinances / Resolutions if any**	No

| Semester I– Paper II |
| Title: Project |

The purpose of this course is to engage learners through the mode of project to reinforce the ideas, concepts and skills that are introduced in the theory paper. Learners choose a topic for the project in consultation with the project guide. The project may be carried out individually or in collaboration with other learners.

Ideas for Project:

The following is only a suggested topic. Similar topics keeping the learning and local context may be given to the learners.

1. CSR Activity of a corporate house in the local area
2. Activity with an NGO in the local area
3. Activity with a Youth Forum in the local area
4. Activity with a Self-help group in the local area

The learners may be encouraged to use strategies such as interview, online/offline survey, field visits, collection of documents such as photographs, brochure etc.

Guidelines for reporting and presenting project

The report may be submitted in Print (type-written) format (PDF format for online submission) or in Non-Print (Blog/Vlog /Web-page/documentary) format

Format of the Print Report:

- The full content of the report must be bound together so that the pages cannot be removed or replaced.
- The cover of the report must contain, title, name of the candidate, name of the Diploma, Semester, Name of the Guide/Co-guide and the year of submission.
- Page numbers must be mentioned at the bottom of each page and Margin should be 1.5" on the left and 1" on the remaining three sides.
- Use separate index sheets for all chapters. Each chapter should begin on a new page.
- Report must contain all the necessary documents such as certificate of the guide, training completion Certificate by the institute/ organization, student declaration certificate, acknowledgements, table of contents, bibliography, appendix (if any) etc.
- Learners should use simple and good English while writing the report. Avoid grammatical errors.
- No aspects of the structure of the report should be omitted.

Guidelines for the instruction and assessment

- Learners may be allotted project mentors to guide them through the process.
- Learners may be allotted a co-guide in case of availability and necessity.
- Learners may be encouraged to take up a project in pair or group (depending on the context)
- Learners may be trained to present final project to improve their presentation skills,
- A well-planned rubric and additional guidelines may be prepared by the study centre keeping in view the core content, quality of the project and presentation of work.

Evaluation Pattern:

Internal Assessment (100 Marks):

Sr. No.	Particulars	Marks
1	Project Field Work (minimum 25 hours) Report (Up to 2500 words- (It may include images, graphs, appendix etc.)	75
2	Presentation (with the use of ICT tools)	25

University of Mumbai
Diploma in Corporate English
Semester II

Course: Theory

Course Title: English in Corporate World

Paper: III

(With effect from the academic year 2022-23)

01	**Syllabus as per Choice Based Credit System**	
I	Title of the Programme	**Diploma in Corporate English**
Ii	Course Code	
iii	Course Title	**English in Corporate World**
iv	Course Contents	Enclosed a copy of the syllabus
v	References and Additional References	Enclosed in the Syllabus
vi	Credit Structure (No. of Credits)	04
vii	No. of lectures per Unit	15
viii	No. of lectures per week	04
ix	No. Tutorials per week	01
x	Total Marks	100
02	**Scheme of Examination**	Theory Examination + Internal Evaluation (60+40)
03	**Special notes, if any**	No
04	**Eligibility, if any**	HSC of any stream or Equivalent Certificate
05	**Fee Structure**	As per University Structure
06	**Special Ordinances / Resolutions if any**	No

Semester II– Paper III
Title: English in Corporate World

Unit 1: Presenting and Representing   (10 lectures)
- Elevator Pitch
- Conducting and participating in Meetings
    Purpose & Significance of meetings in corporate communication
    Presenting and responding to ideas in a business meeting
- Briefings
    Organising a team briefing
    Presenting/ managing the team briefing
- Conferences and Seminars
    Purpose Significance of conferences in corporate communication
    Conducting a business conference/Seminar

Unit 2: Writing Professionally   (10 lectures)
- Eliminating Indianisms and Jargon in Professional Writing
- Correspondence for Meetings: Drafting Notices,
  Agendas, Minutes and Resolutions
- Writing Professional Reports
- Crafting Proposals that Work

Unit 3: Tactful and Diplomatic Communication
- The Art of saying 'NO'
- Using Unbiased/Impartial language
- Delivering 'bad news' with tact
- Writing negative emails
- Communicating Business ethics

Unit 4: Digital & Interpersonal Communication
- English in Corporate Digital Communication
- Netiquette and Telephonic Communication
- Video conferencing
- Customer Service: Frontline Skills
- Handling difficult colleagues and clients

Instructional Guidelines:

It is recommended that the instructors use a dual approach in executing the curriculum. The primary focus may be placed on building language proficiency of the learners, whereas, it may be achieved by way of using methods, teaching strategies, approaches, pedagogical inputs to give them an experience of the corporate field and dealing with corporate situations.

Evaluation Pattern:

Internal Assessment (40 Marks):

Sr. No.	Particulars	Marks
1	Classroom Attendance & Participation	10
2.	Oral Presentation (Use of ICT is recommended)	10
3	Test/Written Assignment	20

Suggested Topics for Internal Assessment:
- Interviewing entrepreneurs
- Mock meeting/interview
- Group Discussion
- Presentations (group/pair/individual) with ICT
- SWOC

NB: Students, in consultation with and due approval of the instructor, may work on similar and relevant topics.

Semester End Examination (60 Marks):

Evaluation: Semester End Examination Pattern   60 Marks   Hours: 02

The Semester End Examination for 60 marks will have 4 questions of 15 marks each (with internal choice):

Question 1	Objective (15/20)	15 Marks
Question 2	Short Notes (3/5)	15 Marks
Question 3	Short Answer (3/5)	15 Marks
Question 4	Application/Long answer (2/3)	15 Marks

University of Mumbai
Diploma in Corporate English
Semester II

Course: Practical

Course Title: On-the-Job Training/ Internship

Paper: IV

(With effect from the academic year 2022-23)

01	Syllabus as per Choice Based Credit System	
i	Title of the Programme	**Diploma in Corporate English**
ii	Course Code	
iii	Course Title	**On-the-Job Training/ Internship**
iv	Course Contents	Enclosed a copy of the syllabus
v	References and Additional References	Enclosed in the Syllabus
vi	Credit Structure (No. of Credits)	04
vii	No. of learning hours	60
viii	No. of learning hours per week	04
ix	No. Tutorials per week	01
x	Total Marks	100
02	**Scheme of Examination**	Internal Evaluation (75+25)
03	**Special notes, if any**	No
04	**Eligibility, if any**	HSC of any stream or Equivalent Certificate
05	**Fee Structure**	As per University Structure
06	**Special Ordinances / Resolutions if any**	No

| Semester II– Paper IV |
| Title: On-the-Job Training/ Internship |

The purpose of this course is to engage learners through the mode of on-the-job training to reinforce the ideas, concepts and skills that are introduced in the theory course. Learners choose a topic for the project in consultation with the project guide. The project may be carried out individually or in collaboration with other learners.

Ideas for Project:

The following is only a suggested topic. Similar topics keeping the learning and local context may be given to the learners.

Select a corporate firm/organization in your local area and undertake internship with a minimum of 30 hours. Prepare and submit a report on the same to the college/study centre at the end of the semester.

Guidelines for the study Centre:

Since the on-the-job training is an integral part of this diploma, the study centre must identify potential organizations/institutes/companies/Hotels etc. and either enter into an MoU with them or establish rapport with them so as to the learners are taken as interns.

Guidelines for reporting and presenting project

The report may be submitted in Print (type-written) format/PDF format or in Non-Print (Blog/Vlog/ /Web-page) format

Format of the Print Report:

- The full content of the report must be bound together so that the pages cannot be removed or replaced.
- The cover of the report must contain, title, name of the candidate, the award and the year of submission.
- Page numbers must be mentioned at the bottom of each page and Margin should be 1.5" on the left and 1" on the three sides.
- Use separate index sheets for all chapters should start from a new page.
- Report must contain all the necessary documents such as. Certificate of the guide, training completion Certificate by the institute/ organization, student declaration certificate, acknowledgements, table of contents, bibliography, appendix (if any) etc.

- Learners should use simple and good English while writing the report. Avoid grammatical errors.
- No aspects of the structure of the report should be omitted.

Guidelines for the instruction and assessment

- Learners may be allotted project mentors to guide them through the process.
- Learners may be allotted a co-guide in case of availability and necessity.
- Learners may be encouraged to take up a project in pair or group (depending on the context)
- Learners may be trained to present final project to improve their presentation skills,
- A well-planned rubric and additional guidelines may be prepared keeping in view the core content, quality of the project and presentation of work.
- The project report will be assessed by two examiners (Guide +1).
- These two examiners will also assess the student's presentation. The learners will be awarded average marks given by the 02 examiners.

Evaluation Pattern:

Internal Assessment (100 Marks):

Sr. No.	Particulars	Marks
1	Project Field Work (minimum 25 hours) Report (Up to 2500 words (It may include images, graphs, appendix etc.)	75
2	Presentation (with the use of ICT tools)	25

Recommended Reading

- Barns, Lucas. *ESL Business English: The Essential Guide to Business English Communication*. 2015
- Barduhn, Susan and Tim Bowen. *English for Everyone: Business English Course Book.* DK Publishing, 2017.
- Bennet, Andrew. 25 Business Stories: A Practical Guide for English Learners. Merriam Webster, 2008.
- Boobyer, Victoria, et al. *English for Everyone: Business English Course Book*. Dorling Kindersley Ltd., 2019.
- Brook-Hart, Guy. *Business Benchmark Upper Intermediate Business Vantage Student's Book*. Cambridge University Press, 2013.
- Canavor, Natalie. Business Writing Today: A Practical Guide. 3 rd ed., Sage Publications, 2019.
- Cordell, Jane. Cambridge Business English Activities. Cambridge UP, 2000.
- Davidson, George. Learners' Companion to English Vocabulary. Learners Publishing Pte Ltd., 2003.
- Franklin Executive Vocabulary for Effective Communication: 2180 Most Common Words for Business Communication by Franklin Vocab System. 2014.
- Mascull, Bill. Business English Vocabulary in Use. Cambridge UP, 2004.
- Mehra, Shital Kakkar. Business Etiquette: A Guide for the Indian Professional. HarperCollins, 2012.
- *Oxford Business English Dictionary for Learners of English.* Edt. Dilys Parkinson & Joseph Noble. Oxford University Press, 2005.
- Parkinson, Dylis. Oxford Business English Dictionary: for Learners of English. Oxford UP, 2008.
- Raman, Meenakshi, and Sangeeta Sharma. *Professional English*. OUP, 2019.
- Truss, Lynne. Eats, shoots and leaves: the zero-tolerance approach to punctuation. Fourth Estate, 2009.
- Whitby, Norman. *Business Benchmark Pre-intermediate to Intermediate Business Preliminary Student's Book*. Cambridge University Press, 2013.
- Williams, Erica. *Presentations in English: Find your voice as a presenter*. Macmillan, 2008.

Web Resources

- Introduction to Business and Travel English Language Skills (Alison)
  https://alison.com/course/introduction-to-business-and-travel-english-language-skills
- Business English Course Online (London School Online)
  https://www.londonschool.com/lso/online-courses/business-english-online/
- English for Business (English Live)
- https://englishlive.ef.com/en-us/learn-english-online/business-english/#scrollIndicator
  (This course focuses on developing simple business English language skills like writing
  an email or talking on the phone as well as more advanced language skills needed for
  conducting meetings, negotiating deals or giving presentations)
- Business Writing App of Google Play Store
- https://play.google.com/store/apps/details?id=in.softecks.businesswriting
- https://www.businessenglishpod.com/ (It is truly fantastic! It offers audio lessons where
  each audio has real-world interactions and conversations in mind, with plenty of different
- https://www.businessenglishpod.com/
- https://learnenglish.britishcouncil.org/business-english
- https://www.engvid.com/topic/business-english/
- https://businessenglishsite.com/
- http://www.bbc.co.uk/

N.B:

1. At the end of the course, the Centre (College/Institute/Department) should ensure that the
university rules and regulations have been duly followed.

2. On the basis of examination results and credits earned by the student, the Centre will issue the
joint certificate with the name of University and College/Institute/Department.