

# University of Mumbai



No. AAMS (UG) /127 of 2021

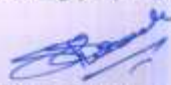
## CIRCULAR:-

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 30<sup>th</sup> April, 2021 **vide** item No. 3(vi) and subsequently passed by the Board of Deans at its meeting held on 11<sup>th</sup> June, 2021 **vide** item No. 5.9 have been accepted by the Academic Council at its meeting held on 29<sup>th</sup> June, 2021, **vide** item No. 5.9 and subsequently approved by the Management Council at its meeting held on 29<sup>th</sup> 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 6645 & 6646 Regulations 9388 & 9389 and the syllabus of **Diploma in Soft Skills Development** 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](http://www.mu.ac.in)).

MUMBAI – 400 032

25<sup>th</sup> 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 9<sup>th</sup> January, 2018.)

A.C/5.9/29/06/2021

M.C/16/29/07/2021

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No. AAMS (UG) /127-A of 2021

MUMBAI-400 032

25<sup>th</sup> 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 Welfare (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 6645 & 6646 relating to  
the Diploma in Soft Skills Development.**

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

In an ever-changing job market in the era of digitization, a career related to soft skills has surfaced as one of the most sought-after fields. With the current overhaul of work culture all over the world, and the opening up of several different possibilities in the post-COVID 19 era, soft skill professionals can create a flexible environment for themselves, where they offer their services from the comfort of their home instead of reporting to office daily. Although there is no specific requisite to pursue this course, preference will be given to professionals from corporate set-up, academic background and potential job-seekers with Graduate /Post-Graduate Degree from a recognized University. The introduction of Diploma in Soft Skills Development will be beneficial:

- To create trained professionals with global competency, who are well- equipped to apply their acquired expertise in their enterprise or corporate set- up
- To enhance students' marketability and employability
- To join an enriching and rewarding career in the ongoing pandemic
- To keep students abreast with appropriate strategies that will help them to achieve success in their chosen field and also promote their life-long learning

**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 Maharashtra Public 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 further approved by the statutory bodies is to be introduced from the Academic Year 2021- 2022.

**4 The courses started by the University are self-financed, whether adequate number 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 as above.

**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 undertaking these courses :**

- a) Teachers/ Administrators with local/ state/national/ international educational institutions
- b) Sales Professionals involved in developing USP (Unique Selling Proposition) for products /products or ideas for other brands.
- c) Health-care professional in renowned health-care facility/clinics/hospitals and offer support to patients and render support to colleagues
- d) Social Media Manager responsible for crafting, maintaining and marketing a brand/product/service
- e) Social Worker, connect with NGO and offer assistance to community/ people in difficult circumstances
- f) Public Relations Officer/ Engineer/ Managers in well-known organisations nationally and globally
- g) Freelancer/ YouTube Blogger who uses his expertise/ creativity to sell his ideas related to a product /service

# UNIVERSITY OF MUMBAI



Syllabus for the  
**Diploma in Soft Skills Development**

(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 <b>O.6645</b>	<b>Diploma in Soft Skills Development</b>
2	Eligibility for Admission <b>O.6646</b>	Candidate who passed 10+2 examination in Arts / Science / Commerce or equivalent examination
3	Passing Marks <b>R- 9388</b>	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 <b>R- 9389</b>	One Year-Two Semesters
6	Level	<del>P.G./U.G./</del> Diploma / Certificate (Strike out which is not applicable)
7	Pattern	<del>Yearly /</del> Semester (Strike out which is not applicable)
8	Status	New / <del>Revised</del> (Strike out which is not applicable)
9	To be implemented from Academic Year	From Academic Year <b>2022-2023</b>

Date: 30/04/2021

Name of BOS Chairperson / ~~Dean~~

Signature:

  
**Dr. Sudhir Nikam**



# University of Mumbai

## Diploma in Soft Skills Development

(With effect from the academic year 2022-23)

### Board of Studies in English

**Dr. Sudhir Nikam (Chairperson)**

**Dr. Rajesh Karankal (Member)**

**Dr. Santosh Rathod (Member)**

**Dr. Bhagyashree Varma (Member)**

**Dr. Deepa Mishra (Member)**

**Dr. B. N. Gaikwad (Member)**

**Dr. Dattaguru Joshi (Member)**

**Dr. Satyawan Hanegave (Member)**

**Dr. Deepa Murdeshwar-Katre (Member)**

### Syllabus Sub-Committee

**Dr. Sachin Labade (Convener)** Associate Professor, Department of English, University of Mumbai, Mumbai 98. Email ID: sachin.labade@english.mu.ac.in

**Dr. Ramkishan Bhise (Member)** Assistant professor, Department of Humanities and Applied Sciences, SIES Graduate School of Technology, Nerul, Navi Mumbai. Email id: ram.bhise2009@gmail.com

**Dr. Deepak Nair (Member)** Assistant Professor, Samadiya College of Arts and Commerce, Bhiwandi. Email: nairdeepak3@gmail.com

**Ms. Rakhee Nair (Member)** Assistant Professor, Department of Humanities, Pillai College of Engineering, Panvel. Email ID: rnair@mes.ac.in

**Dr. Yuvraj Shinde (Member)** Assistant Professor, Department of English, Government of Maharashtra's Ismail Yusuf College of Arts, Science & Commerce Jogeshwari East, Mumbai, 400060. E-mail: aundhi1@gmail.com

## Syllabus

1	Title of the Programme	<b>Diploma in Soft Skills Development</b>
2	Eligibility for Admission	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
8	Number of Contact Hours	40(lectures) + 20 (tutorial) Per Theory 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 2022-23



## **Diploma in Soft Skills Development**

### **Preamble:**

With the changing demands of the job market, in an era of digitization, careers related to soft skills have surfaced as the most sought-after fields, as it promises professionals with a lucrative career. While we acquire hard skills through an area of specialization such as social science, engineering medical science, we need soft skills for the effective application of our hard skills in a social and professional environment. Soft skills professionals can offer their services as freelancers. Although there is no specific requisite to pursue this course, preference will be given to professionals from corporate set-up, academic background and potential job-seekers with Graduate /Post-Graduate Degree from a recognized University. The introduction of Diploma in Soft Skills Development will be beneficial: To create trained professionals with global competency, who are well-equipped to apply their acquired expertise in their enterprise or corporate set-up To enhance student's marketability and employability To join an enriching and rewarding career in the ongoing times of pandemic To keep learners' abreast with appropriate strategies that will help them to achieve success in their chosen field and also promote their life-long learning.

### **Course Objectives:**

- To familiarize learners with the work-place culture and employability skills
- To enable learners to develop an awareness of professional and ethical responsibilities.
- To equip learners with verbal and non-verbal communication skills which will help them to deliver audience-appropriate presentation using the strategies learnt
- To develop effective business correspondence skills so as to enable learners to draft result-oriented reports, e-mail and other work-related documents
- To boost student's self-confidence through honing their interpersonal skills like team management skills, and leadership skills, time management skills, negotiation skills, problem solving skills and critical thinking skills
- To facilitate development of soft skills among learners through individual and collaborative activities, projects and internships

### **Course Outcomes:**

CO 1: Learners display an understanding of work-place culture and employability skills.

CO 2: Learners will develop awareness of their professional and ethical responsibilities.

CO 3: Learners will demonstrate verbal and non-verbal communication skills that will enable them to deliver presentations effectively.

CO 4: Learners will display the skills required to plan, organize and draft, clear, precise, concise and error-free documents.

CO 5: Learners will demonstrate the ability of self-management with confidence by developing behavioural skills and interpersonal skills.

CO 6: Learners will demonstrate the desired soft skills, which are necessary for participation in various collaborative activities, projects and internships



**University of Mumbai**  
**Diploma in Soft Skills Development**  
**Semester I**

**Course: Theory**

**Course Title: Introduction to Soft Skills**

**Paper: I**

**(With effect from the academic year 2022-23)**

<b>01</b>	<b>Syllabus as per Choice Based Credit System</b>	
I	Title of the Programme	<b>Diploma in Soft Skills Development</b>
II	Course Code	
III	Course Title	<b>Introduction to Soft Skills</b>
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
<b>02</b>	<b>Scheme of Examination</b>	Theory Examination + Internal Evaluation (60+40)
<b>03</b>	<b>Special notes, if any</b>	No
<b>04</b>	<b>Eligibility, if any</b>	HSC or Equivalent Certificate
<b>05</b>	<b>Fee Structure</b>	As per University Structure
<b>06</b>	<b>Special Ordinances / Resolutions if any</b>	No

**Semester I– Paper I****Title: Introduction to Soft Skills****UNIT 1: Orientation****(08 lectures)**

- What are Soft Skills?
- Difference between Hard skills and Soft skills
- Why one needs Soft skills
- Soft skills and Social, Academic and Professional Career
- Understanding job market requirements
- Universal Rule of Hiring

**UNIT 2: Communicating at work****(12 lectures)**

- Verbal Communication
  - Introducing oneself professionally
  - Face to Face interaction: Friendly, Politeness and professional language
  - Appreciation and constructive Feedback (giving and responding)
  - Telephone etiquettes
  - Effective listening
  - Solicited and unsolicited covering letter
  - CV and Resume
  - Applications and requests,
  - Report writing,
  - E-mail etiquette
  - Social media Etiquette
  - Video conferencing Etiquette
- Non-verbal Communication
  - Visual presentation and perception
  - Body language (Kinesics)
  - Touch (Haptics), space (Proxemics) and time (Chronemics)
  - Communicating Confidence non-verbally
  - Non-Verbal professional/business and social etiquettes
- Communicating at Job interviews
  - Types of interviews
  - Preparatory steps for job interviews
  - Dos and Don'ts of Job interviews
  - Web interview Étiquettes
  - Frequently asked questions

**UNIT 3: Discussion and Presentation****(10 lectures)**

- Group Discussion
  - What is Group discussion?
  - Difference between Group Discussion and Debate
  - Why is it important in a professional & academic career?
  - Group discussion at workplace

- b. Presenting professionally
  - Presenting self & Presenting the organisation
  - Elevator Pitch
  - Meeting and Conference presentation
  - Precautions
  - Technology embedded presentation

**UNIT 4: Personal & Emotional Management**

**(10 lectures)**

- a. Personal Management
  - SWOC Analysis
  - Goal Setting & Motivation
  - Managing your time
- b. Emotional Management
  - Emotional intelligence
  - Owning up to mistakes
  - Resilience skills
    - Coping with inevitable challenges & changes
    - Managing disappointment and dealing with conflict
    - Ingredients to Resilience
    - ABC Model of Resilience

**Instructional Guidelines:**

Since this is a skill development course, it is suggested that a communicative, learning and learner centric approach be adopted. Techniques such as case study/Caselet, role play, group discussion, seminars, peer teaching may be suited for this course. The emphasis at the input level will be on training learners in using appropriate language and audience-appropriate presentations.

**Evaluation Pattern: (For theory)**

**Internal Assessment (40 Marks):**

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

**Suggested topics for Internal Assessment:**

1. Interviewing entrepreneurs
2. Mock interview
3. Group Discussion
4. Presentations (group/pair/individual) with ICT
5. SWOC Analysis

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

**Semester End Examination (60 Marks):**

<b>Evaluation: Semester End Examination Pattern    60 Marks    Hours: 02</b>
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1. 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 Soft Skills Development**

**Semester I**

**Course: Practical**

**Course Title: Project**

**Paper: II**

**(With effect from the academic year 2021-22)**

<b>01</b>	<b>Syllabus as per Choice Based Credit System</b>	
I	Title of the Programme	<b>Diploma in Soft Skills Development</b>
II	Course Code	
III	Course Title	<b>Project</b>
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
<b>02</b>	<b>Scheme of Examination</b>	Internal Evaluation (75+25)
<b>03</b>	<b>Special notes, if any</b>	No
<b>04</b>	<b>Eligibility, if any</b>	HSC or Equivalent Certificate
<b>05</b>	<b>Fee Structure</b>	As per University Structure
<b>06</b>	<b>Special Ordinances / Resolutions if any</b>	No



<b>Semester I– Paper II</b> <b>Title: Project</b>
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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 are only suggested topics. Similar topics in line with the learning objectives and local context may be given to the learners.

**1. Visit a Fashion Store at a shopping mall near to your place (Example: MAX or Big Bazaar) and draft a report related to a product/ service, consider its present demand, customer satisfaction quotient, their preferences, no. of employees, presentation policy, price range, mode of payment, communication mechanism etc. Create PPT on the same.**

**2. Select a HealthCare facility (example: clinic or hospital) in your area and prepare a report on the same with the services offered/Menu, customer satisfaction quotient, décor, number of employees, mode of payment, rate range, communication mechanism, etc.**

The learners may be encouraged to use strategies such as interviews, online/offline surveys, field visits, collection of documents such as menu cards, photographs, brochures 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) 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):**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Marks</b>
1	Project Field Work (minimum 25 hours) Report (Up to 2500 words- It may include images, graphs, appendix etc.)	75
2	Presentation (Using ICT tools)	25



# **University of Mumbai**

## **Diploma in Soft Skills Development**

**Semester II**

**Course: Theory**

**Course Title: Enhancing Soft Skills**

**Paper: III**

**(With effect from the academic year 2022-23)**

<b>01</b>	<b>Syllabus as per Choice Based Credit System</b>	
I	Title of the Programme	<b>Diploma in Soft Skills Development</b>
II	Course Code	
II	Course Title	<b>Enhancing Soft Skills</b>
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
<b>02</b>	<b>Scheme of Examination</b>	Theory Examination + Internal Evaluation (60+40)
<b>03</b>	<b>Special notes, if any</b>	No
<b>04</b>	<b>Eligibility, if any</b>	HSC or Equivalent Certificate
<b>05</b>	<b>Fee Structure</b>	As per University Structure
<b>06</b>	<b>Special Ordinances / Resolutions if any</b>	No

**UNIT 1: Teamwork skills****(10 lectures)**

- Communication as Social Construction
- Dynamics of professional Group communication
- Group and Team
- Team Building Process
- Influencing factors (such as context, systems and institutions and interaction design)
- Managing conflict and appreciating/respecting differences
- Decision making & effective negotiation
- Types of teams
- Understanding, Identity and nurturing sensitivity (in terms of gender, orientation, language etc.)
- Group communication and technology: Sociomateriality
- Caselet

**UNIT 2: Honing Leadership skills****(10 lectures)**

- Being an effective communicator
- Decision making & types of leadership
- Leadership traits
- Negotiation strategies and style
- Empathy and emotional intelligence
- Ownership and delegation of responsibilities
- Caselet

**UNIT 3: Problem solving through Creative thinking****(10 lectures)**

- Creative thinking as an essential skill
- Techniques of creative thinking (such as brainstorming, lateral thinking, mind mapping, rich pictures, role play)
- Practical problem solving through creative thinking
- Case Study

**UNIT 4: Nurturing Professionalism in the workplace****(10 lectures)**

- Codes of conducting oneself in the workplace
- Professional work attitude
- Being assertive
- Accountability and ownership
- Interpersonal relationship at workplace
- Punctuality and meeting deadlines
- Professionalism in email writing
- Caselet

**Instructional Guidelines:**

Since this is a skill development course, it is suggested that a communicative, learning and learner centric approach be adopted. Techniques such as case study/Caselet, role play, group discussion, seminars, peer teaching may be suited for this course. The emphasis at the input level will be on training learners in using appropriate language and audience-appropriate presentations.

**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:**

1. Self-Assessment Questionnaire  
(Time-Management skills or any other interpersonal skills)
2. Role-play based on situations and its documentation
3. Game-based situations (play & learn) and draft a report
4. Interviewing entrepreneurs
6. Group Discussion on relevant topics (such as who is a good leader?)
7. Presentations (group/pair/individual) with the use of ICT
8. SWOC

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

**Semester End Examination (60 Marks):**

<b>Evaluation: Semester End Examination Pattern    60 Marks    Hours: 02</b>
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2. 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 Soft Skills Development**

**Semester II**

**Course: Practical**

**Course Title: On-the-Job Training/Internship**

**Paper: IV**

**(With effect from the academic year 2022-23)**

<b>01</b>	<b>Syllabus as per Choice Based Credit System</b>	
I	Title of the Programme	<b>Diploma in Soft Skills Development</b>
II	Course Code	
III	Course Title	<b>On-the Job Training/Internship</b>
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
<b>02</b>	<b>Scheme of Examination</b>	Internal Evaluation (75+25)
<b>03</b>	<b>Special notes, if any</b>	No
<b>04</b>	<b>Eligibility, if any</b>	HSC or Equivalent Certificate
<b>05</b>	<b>Fee Structure</b>	As per University Structure
<b>06</b>	<b>Special Ordinances / Resolutions if any</b>	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-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 Internship:**

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

**Internship of minimum 30 hours in a Media house, corporate house, an NGO, Government office be undertaken by learners. The internship should allow learners to take up an assistant position that enables them to exercise their soft skills.**

The learners may be encouraged to use strategies such as Interview, online/offline Survey, On-field visits, collection of documents such as photographs, brochure etc.

**Guidelines for the study Centre:**

Since the internship is an integral part of this diploma, the study centre should 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. It is necessary that the centre issues a letter in this regard.

**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) 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 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):**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Marks</b>
1	Internship  Field Work (minimum 30 hours)  Report: Up to 2500 words (It should include images, graphs, appendix etc.)	75
2	Viva Voce (Presentation should include the use of ICT tools.)	25

## **Recommended Reading**

- Kumar, Sanjay, and Pushp Lata. *Communication Skills*. Oxford University Press, 2011.
- Hemphill, Phyllis Davis, Donald W. McCormick, and Robert D. Hemphill. *Business communication with writing improvement exercises*. Pearson College Division, 2001.
- Locker, Kitty O., and Stephen Kyo Kaczmarek. *Business communication: Building critical skills*. New York: McGraw-Hill Irwin, 2014.
- Murphy, Herta A., Herbert William Hildebrandt, and Jane Powel Thomas. *Effective business communications*. New York: McGraw-Hill, 1997.
- Raman, Meenakshi, and Sangeeta Sharma. *Technical communication: Principles and practice*. New Delhi: Oxford University Press, 2015.
- Kaul, A.. *Effective Business Communication*. Prentice-Hall of India, 2015.
- Ghosh, B. N. *Managing Soft Skills for Personality Development*. Tata McGraw Hill, 2017.
- Masters, Ann, and Harold R. Wallace. *Personal development for life and work*. Cengage Learning, 2010.
- Chauhan, Gajendra Singh, and Sangeeta Sharma. *Soft Skills: An Integrated Approach to Maximise Personality*. Wiley, 2016.
- Kumar, Sanjay, and Pushp Lata. *Communication Skills*. Oxford University Press, 2011.
- Burke, Daniel. *Improve Your Communication Skills*. Maanu Graphics Publishers, 2012
- Maxwell, John C. *The 17 indisputable laws of teamwork: Embrace them and empower your team*. HarperCollins Leadership, 2013.
- Maxwell, John C. *Teamwork 101: What every leader needs to know*. HarperCollins Leadership, 2009.
- Maxwell, John C. *Teamwork makes the dream work*. Thomas Nelson, 2002
- Tulgan, Bruce. "Bridging the soft-skills gap." *Employment Relations Today* 42.4 (2016): 25-33.
- Tulgan, Bruce. *Bridging the Soft Skills Gap: How to Teach the Missing Basics to Today's Young Talent*. Pan Macmillan India. 2016.
- Higgins, Jessica. *10 Skills for Effective Business Communication: Practical Strategies from the World's Greatest Leaders*. Tycho, 2018.
- Mitra, Barun K. *Personality development and soft skills*. Vol. 156. Oxford University Press, 2011.
- Swan, Michael, and Catherine Walter. *Oxford English grammar course*. Oxford University Press, 2011.
- Mohan Krishna & Banerji, Meera. *Developing Communication Skills*. New Delhi: Macmillan India, 1990.
- Mohan Krishna & Singh, N. P. *Speaking English Effectively*. New Delhi: Macmillan India, 1999.

- Jakeman, Vanessa and Clare McDowell. Cambridge Practice Test for IELTS 1. Cambridge: CUP, 1996.
- Alex k. *Managerial skills*. New Delhi: S. Chand & Company Pvt. Ltd, 2013.
- Monippally M. Mathukutty. *Business communication from principles to practice*. New Delhi: McGraw Hill, 2019.
- Kapoor, Shikha. *Personality Development and Soft Skills preparing for tomorrow*. New Delhi: Dreamtech Press (Distributed by Wiley), 2019.

## Web Resources

- [https://www.youtube.com/watch?v=DUIsNJtg2L8&list=PLLy\\_2iUCG87CQhELCYtvXh0E\\_y-bOO1\\_q](https://www.youtube.com/watch?v=DUIsNJtg2L8&list=PLLy_2iUCG87CQhELCYtvXh0E_y-bOO1_q)
- <https://www.youtube.com/watch?v=UWBS1MapIT0>
- [https://www.youtube.com/watch?v=xBaLgJZ0t6A&list=PLzf4HHlsQFwJZel\\_j2PUy0pwjVUgj7KIJ](https://www.youtube.com/watch?v=xBaLgJZ0t6A&list=PLzf4HHlsQFwJZel_j2PUy0pwjVUgj7KIJ)
- <https://www.youtube.com/watch?v=0FFLfcB9xfQ>
- <https://www.toastmasters.org/>
- <https://www.youtube.com/watch?v=WXBA4eWskrc>
- <https://www.youtube.com/watch?v=s4thQcgLCqk>
- <https://www.youtube.com/watch/MnIPpUiTcRc>
- [https://www.youtube.com/watch?v=Vi6uA\\_N55yY](https://www.youtube.com/watch?v=Vi6uA_N55yY)
- Need to verify authentic websites and e-resources
- <https://youtu.be/6Px5SROK1lo> 2) <https://youtu.be/tGyUjo4eFOo>
- <https://youtu.be/DUIsNJtg2L8>
- <http://www.onestopenglish.com>
- [www.britishcouncil.org/learning-learn-english.htm](http://www.britishcouncil.org/learning-learn-english.htm)
- <https://www.coursera.org/courses?query=soft%20skills&page=1>
- <https://www.futurelearn.com/subjects/business-and-management-courses/soft-skills>
- <https://www.classcentral.com/course/swayam-enhancing-soft-skills-personality-7893>
- <https://learndigital.withgoogle.com/digitalgarage/course/soft-skills-training>
- [https://www.mentorica institute.com/services/online-training-1/?gclid=Cj0KCQIAmfmABhCHARIsACwPRAANpAYgRnPD-ku4adfZkR\\_sqvoe9UcpB7-\\_sMKnwkQssRVIZyeHHZEaAm9vEALw\\_wcB](https://www.mentorica institute.com/services/online-training-1/?gclid=Cj0KCQIAmfmABhCHARIsACwPRAANpAYgRnPD-ku4adfZkR_sqvoe9UcpB7-_sMKnwkQssRVIZyeHHZEaAm9vEALw_wcB)
- <https://www.coursera.org/specializations/business-english>
- [https://www.udemy.com/course/dress\\_for\\_success/](https://www.udemy.com/course/dress_for_success/)
- <https://www.udemy.com/course/soft-skills-the-10-soft-skills-you-must-have-in-workplac/>

## 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.