A SYLLABUS FOR CERTIFICATE COURSE IN IMPORT AND EXPORT MANAGEMENT

(I)

The name of the course is Post Graduate Certificate Course in Import & Export Management

The basic objective of this course is to provide the necessary knowledge, skills and (II) foundations for acquiring a wide range of rewarding careers into the rapidly expanding world of Import & Export Management to Post Graduate Student

Job Opportunities : (III)

After completing this course the students can stand firm in the world of global competition. This course can give a wide scope to the students interested in working in the Import & Export Management fields.

Eligibility for Admission: (IV) A student seeking the admission to this course must possess any one of the following qualifications.

1. Bachelor's Degree of S.P.P. University or any other recognized University.

Structure of the course: (V)

The course consist of thirty hours lectures and ten hours visit to Import-Export Office, Total 40 hours, for 100 Marks

S.N.	CONTENTS	No of Lectures
1	International Market Research Nature, Scope, and complexities. International Marketing Information System. International Market opportunity analysis, need and significance of analysis, advertising and sales research, ethical issue	02
2	Managerial Economics Nature and scope of Managerial Economics, Micro Economics & Macro Economics, Demand Analysis- Individual demand & Market Demand, Elasticity of Demand and use of Elasticity of Demand in Managerial Decisions, Demand Forecasting. Perfect Competition, Monopoly, Monopolistic Competition, Oligopoly & Market Concentration, Price Discrimination & Dumping	
3	Production & Cost Estimation- Production Cost theory & Estimation, Short & long Run Cost Curves, Cost-Volume profit analysis, Pricing & Pricing Decisions, Market Structure and Price behaviour. Investment, Financing & Long investment decisions, Risk Analysis, Risk and uncertainty in Managerial Decision Making	02
4	Economy and Exports- Need and Relevance World Economy- Indian Economy – World Trade Trends-Export in Economic Development	02
5	India's Export Trade Historical Perspective- Trends-Composition-Direction of Export Trade- Analysis-Tea-Jute-Cotton-Garments-Cashew-Tobacco- Engineering Export- Marine Products Exports-Gem and Jewellery and leather Manufactures- Tourism- Agricultural Products.	. 02

·	In	Maratha Vidya	Bracaral Cam	vaile	
	$(\bigcirc$	K.K.W. ARTS,S	CIENCE &	COMM.	
	Receipt No.	Student Name	Course	Import Export Fee	Total
1	PO17000238	Gurgude Shital Dashrath	M.Com-L	200	200
2	PO17000239	Ahire Vrushali Sudhir	M.Com-1	200	200
3	PO17000240	Kawale Sarika Vasantrao	M.Com-I	200	200 -
4	PO17000241	More Suvarna Bhausaheb	M.Com-I	. 200	200
5	PO17000242	Kawale Megha Vasant	M.Com-1	200	200
6	PO17000243	Dhage Monali Lalit	M.Com-I	200	200
7	PO17000244	Gadakh Komal Anil	M.Com-II	200	200
8	PO17000245	Bedmutha Yogita Parasmal	M.Com-L -	200	200
0	PO17000246	Jagzap Bhagyashri Dnyaneshwar	M.Com-1	200	200
10	PO17000247	Thete Ashwini Ramdas	M.Com-I	200	200
11	PO17000248	Kshirsagar Roshan Dattatray	M.Com-1	200	200
12	PO17000253	Ugale Pallavi Balasaheb	M.Com-I	200	200
13	PO17000254	Lokhande Pooja Navnath	M.Com-1	200	200
14	PO17000255	Walunj Yogita Balasaheb	M.Com-l	200	200
15	PO17000256	Dawange Jyoti Runja	M.Com-1	200	200
16	PO17000257	Shelke Ashwini Prakash	M.Com-1	200	200
17	PO17000258	Shankhapal Varsha Kailas -	Al Com-L	200	200
18	PO17000259	Deshmukh Chetna Manikrao	M.Com-I	200	200
19	PO17000260	Gawali Pranjali Prakash	M.Com-I	200	200
20	PO17000261	Shankhpal Ashwini Madhav	M.Com-1	200	200
21	PO17000262	Dokhale Mahananda Ramakant	MLCom-L	200	200
22	PO17000263	Dokhale Prajakta Ramakant	Economics-1	200	200
0.0	P()17000264	Dusane Shraddha Pandit	M.Com-1	200	200
23	PO17000265	Mahadik Prajakta Daulatrao	M.Com-I	200	200
25	PO17000266	Khode Komal Rajendra	M.Com-1	200	200
26	PO17000267	Jangam Asha Vishwanath 🍸	M.Com-II	200	200
27	PO17000267	Jangam Asha Vishwanath (M.Com-II	-200	-200
28	PO17000268	Jangam Asha Vishwanath	M.Com-II	200	200
29	PO17000269	Jadhav Rupali Gopal	M.Com-II	200	200
30	PO17000270	Jadhav Smita Govind	M.Com-II	200	200
31	PO17000271	Malode Yamini Ganpat	M.Com-II	200	200
32	PO17000272	Sathe Pooja Sharad	M.Com-l	200	200
33	PO17000273	Gatkal Nirmala Dattatraya	M.Com-I	200	200
34	PO17000274	Jadhav Anuja Shivaji	Nt.Com-1	200	200
35	PO17000275	Gaikawad Kamini Rajendra	M.Com-I	200	200
36	PO17000276	Pawar Sharad Kedu	M,Com-II	200	200
37	PO17000277	Sonawane Maya Vishnu	M.Com-I	200	200
38	PO17000278	Kadale Rani Sitaram	M.Com-1	200	200
39	. PO17000279	Jadhav Rohini Sukdeo	M.Com-1 -	200	200
40	PO17000280	Takate Dipali Prakash	M.Com-I	200	200
	PO17000281	Labhade Archana Sambhaji	M.Com-II	200	200
41 42	PO17000282	More Shubhangi Machindra	M.Com-1	200	200
43	PO17000283	Salunkhe Arti Mansing	M.Com-I	200	200

44	PO17000284	Gaware Jyoti Vishwanath	M.Com-II	200	200
45	PO17000285	Jadhav Sarika Sharad	M.Com-II	200	200
46	PO17000286	Gangurde Rohini Ganpat	M.Com-II	200	200
47	PO17000287	David Regina George	M.Com-II	200	200
48	PO17000288	Mahale Komal Sampat	M.Com-I	200	200
49	PO17000289	Gaikwad Pratima Rajendra	M.Com-II	200	200
50	PO17000290	More Bhagyashri Suresh	M.Com-I	200	200
51	PO17000291	Todkar Nikhil Rajednra	M.Com-I	200	200
5.0	PO17000293	Zalte Tejas Subhash	M.Com-II	200	200
<u>52</u> 53	PO17000294	Shelke Pavan Bhaskar	M.Com-II	200	200
54	PO17000295	Pardeshi Pravin Ravindra	M.Com-I	200	200
55	PO17000296	Shirsath Gulab Vishwanath	M.Com-I	200	200
56	PO17000297	Aher Liladhar Hiraman	M.Com-L	200	200
57	PO17000298	Tambade Yogita Kailas	M.Com-II	200	200
58	PO17000299	Thakare Gauri Pradeep	M.Com-II	200	200
59	PO17000300	Gaikwad Madhuri Balkrishna	Economics-I	200	200
60	PO17000301	Thube Krishna Pundlik	M.Com-I	200	200
61	PO17000302	Mogal Matin Akil	M Com-1	200	200
62	PO17000303	Lilke Sonali Suresh	Economics-1	200	200
63	PO17000304	Khatik Sumel Khalil	M.Com-II	200	200
64	PO17000305	Tidake Gayatri Rajendra	Economics-1	200	200
65	PO17000306	Tidke Sagar Ashok	M.Com-II	200	200
66	PO17000307	Devkar Vaibhav Arun	M.Com-II	200	200
67	PO17000308	Deore Avinash Bhikaji	M.Com-II	200	200
68	PO17000309	Nikam Poonam Vishnu	Economics-I	200	200
69	PO17000310	Padol Nilesh Shantaram	M.Com-II	200	200
70	PO17000311	Uphade Vitthal Uttam	M.Com-II	200	200
71	PO17000312	Jadhav Mayur Shivaji	M.Com-II	200	200
72	PO17000313	Shinde Sagar Baban	M.Com-II	200	200
73	PO17000314	Rayate Dipak Yshwant	M.Com-II	200	200
74	PO17000315	Watpade Monika Prakash	Economics-1	200	200
75	PO17000316	Dhikale Sonali Vitthal	Economics-1	200	200
76	PO17000317	Patil Dhanashree Mohan	M.Com-II	200	200
77	PO17000318	Jadhav Sandip Khanderao	M.Com-H	200	200
70	PO17000319	Avhad Akash Kedu	M.Com-II	200	200
78 79	PO17000320	Purkar Ashwini Bhaurao	Economics-1	200	200
80	PO17000321	Gaware Jayshree Sahebrao	Economics-1	200	200
81	PO17000322	Sandhan Amol Gangadhar	M.Com-II	200	200
82	PO17000323	Dawange Viswas Vasantrao	M.Com-II	200	200
83	PO17000324	Kuyate Mayur Vitthal	M.Com-II	200	200
84	PO17000325	Tidke Atul Tukaram	M.Com-II	200	200
85	PO17000326	Niphade Manisha Prakash	Economics-1	200	200
86	PO17000327	Jadhav Vandana Mhasu	Economics-1	200	200
87	PO17000328	Sonawane Nisha Rohidas	M.Com-II	200	200
88	PO17000329	Patil Priyanka Sadashiv	M.Com-I	200	200
	PO17000330	Gangurde Megha Sunil	Economics-1	200	200
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91	PO17000332	Shinde Pooja Haribhau	Economics-1	200	200
91	PO17000333	Navale Vidya Balu	M.Com-II	200	200
92	PO17000334	Ghonge Renuka Vishnu	M.Com-I	200	200
93 94	PO17000335	Aher Madhuri Prakash	M.Com-I	200	200
	PO17000336	Pardeshi Prajakta Hemraj	M.Com-I	200	200
95	PO17000337	Pachorkar Gayatri Balasaheb	M.Com-II	200	200
96	PO17000337	Watpade Suvarna Rangnath	M.Com-II	200	200
97	PO17000339	Kadam Priti Shivaji	M.Com-II	200	2.00
98	PO17000339 PO17000340	Dandekar Yogita Balkrishana	M.Com-II	200	200
99	PO17000340 PO17000341	Kadam Sonali Nilkanth	M.Com-II	200	200
100		Pawar Rajshri Balasaheb	M.Com-II	200	200
101	PO17000342	Rayate Megha Prakash	M.Com-I	200	200
102	PO17000343	Vidhate Monika Hanumant	M.Com-I	200	200
103	PO17000344		M.Com-II	200	200
104	PO17000345	Pawar Tushar Balasaheb	M.Com-I	200	200
105	PO17000346	More Archana Balasaheb	M.Com-I		
106	PO17000347	Labhade Surekha Popat	M.Com-I	200	200
107	PO17000348	Boraste Mayuri Vijay	M.Com-I M.Com-I	200	200
108	PO17000349	Wagh Pallavi Dilip		200	2()()
109	PO17000350	Narode Pooja Pandharinath	M.Com-I	200	200
110	PO17000351	Korde Kavita Prakash	M.Com-II	200	200
111	PO17000352	Dokhale Ujwala Ramesh	M.Com-I	200	200
112	PO17000353	Jadhav Pranali Digambar	M.Com-I	200	200
113	PO17000354	Pardeshi Vaishali Prakash	M.Com-I	200	200
114	PO17000355	Shinde Anil Arun	M.Com-I	200	200
115	PO17000356	Dokhale Pooja Dilip	M.Com-I	200	200
116	PO17000357	Dhotre Manisha Gopinath	M.Com-I	200	200
117	PO17000358	Bhanerkar Pooja Shivaji	M.Com-I	200	200
118	PO17000359	Shaha Samreen Wahab	M.Com-I	200	200
119	PO17000360	Shaikh Miskat Shakeel	M.Com-1	200	200
120	PO17000361	Jain Vaishali Dilip	M.Com-II	200	200
121	PO17000362	Dalvi Ankita Nivrutti	M.Com-II	200	200
122	PO17000363	Patil Pooja Sahebrao	M.Com-II	200	200
123	PO17000364	Maniyar Ruksar Shaukat	M,Com-II	200	200
124	PO17000365	Sonawane Rani Arun	M.Com-II	200	200
125	PO17000366	Bhusal Jyoti Madhukar	M.Com-II	200	200
126	PO17000367	Dawange Punam Bapurao	M.Com-II	200	200
127	PO17000368	Gangurde Aishwarya Avinash	M.Com-II	200	200
128	PO17000369	Zute Pooja Chandrakant	M.Com-II	200	200
129	PO17000370	Aher Swati Shantaram	M.Com-II	200	200
	PO17000371	Gaikwad Akash Anil	M.Sc.Physics-1	0	80
130	PO17000372	Bankar Shubham Yadav	M.Sc.Physics-1	0	80
132	PO17000373	Dhomase Dnyaneshwar Raosaheb	Economics-II	0	50
	PO17000375	Pekhale Sonali Bhausaheb	M.Com-II	200	200
<u>133</u> 134	PO17000376	Pekhale Rohini Bhausaheb	M.Com-1	200	200
	PO17000377	Bhad Suraj Kiran	M.Com-I	200	200
<u>135</u> 136	PO17000378	Walunj Ganesh Ramdas	M.Com-1	200	200
137	PO17000379	Dumbare Dhiraj Bakerav	M.Com-I	200	200

138	PO17000380	Modase Santosh Ashok	M.Com-I	200	200
139	PO17000381	Gumbade Sagar Ramesh	M.Com-I	200	200
140	PO17000382	Gundecha Kirti Hiralalji	M.Com-II	200	200
141	PO17000383	Gadhave Sapana Vasant	M.Com-II	200	200
142	PO17000384	Jadhav Vishal Vishnu	M.Com-II	200	200
143	PO17000385	Shaikh Shifa Javed	M.Com-1	200	200
144	PO17000386	Khodade Sushil Ram	M.Com-II	200	200
145	PO17000387	Bhargave Gauri Chandrakant	M.Com-I	200	200
146	PO17000388	Gade Sopan Chandrakant	M.Com-II	200	200
147	PO17000389	Dhomse Chaitali Panditrao	Economics-II	200	200
148	PO17000390	Borse Tushar Rajesh	M.Com-II	200	200
149	PO17000391	Gaikwad Rohini Ratan	Economics-II	200	200
150	PO17000392	Gaware Pallavi Sahebrao	Economics-II	200	200
151	PO17000393	Gangave Manoj Babulal	M.Com-II	200	200
152	PO17000394	Ugale Megha Rajaram	Economics-II	200	200
153	PO17000395	Dawange Mayuri Prakash	Economics-II	200	200
154	PO17000396	Bhambare Ashish Kiran	M.Com-II	200	200
155	PO17000397	Dhanait Shilpa Anil	Economics-II	200	200
156	PO17000398	Ghumare Monali Pandit	Economics-II	200	200
157	PO17000399	Kokate Sharad Atmaram	M.Com-I	200	200
158	PO17000400	Barde Sonali Sanjay	Economics-1	200	200
150	PO17000401	Shelke Priyanka Kachru	M.Com-II	200	200
<u>159</u> 160	PO17000402	Pagar Akash Mohan	.M.Com-1	200	200
161	PO17000403	Suryawanshi Dhananjay Indrabhan	M.Com-1	200	200
162	PO17000404	Kadam Pavan Suresh	M.Com-I	200	200
163	PO17000405	Dongare Yogesh Ramesh	M.Com-I	200	200
164	PO17000406	Chatur Avinash Sanjay	M.Com-II	200	200
165	PO17000407	Pagar Pooja Prabhakar	M.Com-I	200	200
166	PO17000408	Kadale Vijay Ankush	M.Com-II	200	200
167	PO17000409	Niphade Sagar Balkrushna	M.Com-II	200	200
168	PO17000410	Shinde Pratibha Tanaji	Economics-II	200	200
169	PO17000411	Gangurde Amol Nana	M.Com-1	200	200
170	PO17000412	Kadale Seema Ramnath	Economics-II	200	200
171	PO17000413	Shaikh Sultan Rajjak	M.Com-II	200	200
172	PO17000414	Aher Sandip Ramesh	M.Com-II	200	200
173	PO17000415	Mahale Shital Ashokrao	M.Com-II	200	200
174	PO17000416	Tiwari Meenakshi Jatashankar	M.Com-II	200	200
175	PO17000417	Haral Sandesh Pandurang	M.Com-II	200	200
176	PO17000418	Bhawai Shankar Tulshiram	M.Com-II	200	200
177	PO17000419	Bagul Sajan Deoram	M.Com-II	200	200
178	PO17000420	Hire Nilam Ashok	Economics-II	200	200
179	PO17000421	Shardul Ujjwala Ramesh	Economics-II	200	200
180	PO17000422	Lokhande Swati Dilip	Economics-1	200	200
181	PO17000423	Wetal Usha Ratan	Economics-I	200	200
	PO17000424	Jadhav Manisha Balu	Economics-I	200	200
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Maratha Vidya Prasarak Samaj, Nashik



KARMAVEER KAKASAHEB WAGH ARTS, SCIENCE AND COMMERCE COLLEGE, Pimpalgaon (B), Tal - Niphad, Dist - Nashik (Affiliated to Savitribai Phule Pune University)

NAAC Reaccredited 'A' Grade

CERTIFICATE COURSE IN IMPORT & EXPORT MANAGEMENT



This is to certify that Mr./Miss.Jodhav.Smita.Gavind..... of M.com/MA. (Economics) completed the One Month Certificate Course in Import & Export Management organized by the Department of Commerce withA. Grade.

Prof. Vijay G. Gaikwad Course Co - ordinator

Dr. Mrs. S Principal

Retail course



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S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
3	Help to keep the store secure	14	 Take necessary action to reduce security risks Follow the security policies and procedures Understand the security risks limits if exceeds report to the right person Follow the personal safety procedures and techniques Follow security policies and procedures to work securely in the organization 	RAS / N 0120
4	To help maintain healthy and safety	14	 Deal with accidents and emergencies: Follow company procedures and legal requirements Politely speak and behave in a cam way when dealing with accidents and emergencies Report accidents and emergencies immediately to the right person Follow the company procedures for evacuation 	RAS/ N 0122





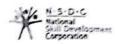
S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		16	 Help to reduce risks to health and safety: Use the health and safety requirements laid down by the company Take remedial action to deal with risks if you are authorized to do so, else report them immediately to the right person Read the manufacturer's instruction before using the safety equipment and materials 	
5	To demonstrate products to customers	12	 Arrange secured area for demonstration Demonstrate clearly and accurately to the customer Follow logical sequence of steps and stages to demonstrate the products Explain all the features and benefits and find out the customer's interest Securely restore the equipment and products after completing the demonstration 	RAS / N 0125





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
	To help customers choose right products	10	 Help customers choose products: Identify the customers' interest and focus on it Clearly and accurately explain the product features and benefits to customers Differentiate products in ways to help customers and meet their needs Find out the customers interest in the products through your explanations Interact with customer to promote sales and goodwill Find out the suitable opportunities to inform the customers about associated products Always keep the store securely, safely and increase the potential sales Check the customer's preferences and buying decisions when making sales : Allow enough time to customers to evaluate products 	RAS/N 0126





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S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		8	 Effectively handle the customers objections to promote sales and keep the customer's confidence Identify the additional needs and associated products to increase the sales To accept customer's buying decisions Make clear customer rights Explain the cash counter way to customer to pay for their purchases 	
7	To provide specialist support to customers facilitating purchases	8	 Interact with customers politely to promote sales and goodwill Identify the customer needs by getting the details from customer Assist the customer to understand the features and benefits of the products Identify the customer needs as well as store's need to promote the sales Find out the suitable products which meet customer requirement 	RAS/ N 0127





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		8	 Manage the time effectively with the customer to get the value of prospective purchase Constantly check the store for safety, security and potential sales Demonstrate specialist products to customers: Setting up safe and effective demonstration of products Carry out the demonstration clearly Always keep the customer interested during the demonstration 	
8	To maximize sales of goods & services	7	 Identify opportunities to increase sales: Identify the promotional opportunities Estimate products potential to increase the sales Identify the person which you want to report the promotional opportunities Take necessary actions and techniques to increase the sales regularly 	RAS/N 0128





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S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		1	 Evaluate and record the 	
			result of promotions	
9	To provide personalized sales & post-sales service support	10	 Provide a personalized service : Prepare for consultations by using the client details in the records Ensure that working environment should clean and tidy Create and maintain a good rapport with clients, both new and existing Interact with the clients politely to increase the company's goodwill Find out the customer needs by asking interested questions Ask clients tactfully how much they want to spend Describe and relate the features and benefits of the products or services to customers Identify the suitable opportunities to sell additional products or services Make recommendations to the clients in a polite way 	RAS/N 0129





S.No To	opic/Module	Duration	Key Learning Outcomes	Corresponding NOS Code
10 T po C th	o create a ositive image f self & Organization in he customers hind	8 8	 Maintain good relationship with the clients during the sales Follow the company's customer service standards in dealing with the client Provide an after sales service: Keep client records up-to-date and store them correctly Update the client records as per company procedure Follow your company's policy and procedures for contacting clients Keep your promises to the clients Establish effective rapport with customers : Always meet organization's standards by your appearance and behaviour Great and communicate with your customers respectfully Identify the customer's expectations Treat your customer courteously and helpfully at all time 	RAS/N 0130



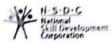
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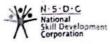
S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
	Respond appropriately to Customers	8	 Give proper response to a customer who seeks assistance Communicate politely to understand the customer expectations Respond promptly and positively to your customers' questions and comments Recognise when a customer is angry or confused Explain clearly to your customers any reasons why their needs or expectations cannot be met 	
11	To resolve customer concerns	10	 Spot customer service problems : Identify the options to resolve the customers problem during the service Listen carefully to the customers raised problems Ask the customers about the problem to check your understanding Find out the advantages and disadvantages of each option of the problems 	RAS/N 0132





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		2	 Recognise repeated problems and find out the appropriate solutions Share customer feedback with others to identify potential problems before they happen 	
12	To organize delivery of reliable service	10	 Plan and organize the delivery of reliable Customer Service: Deliver a variety of services or products to different types of customers Pay attention to your customers Prioritize your work Review and maintain customer service delivery : Understand the delivery process Understand the customer exceptions Follow organizational procedures and systems for delivering customer service Response to customer with proper manner Seek customers feedback about the 	RAS/N 0133
			 delivery Communicate feedback from customers to other 	





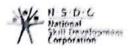
S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
	Use recording systems to maintain reliable customer service	4	 Record, store and retrieve the clients information as per the organizational guidelines Provide accurate customer service information to others 	RAS/N 0133
13	To improve customer relationship	16	 Improve communication with your customers: Use effective method of communication to meet the customer's expectations Make extra effort to contact the customers to keep the good relationship with them Balance between customer and organization: Negotiate effectively with customers To satisfy your customer with agreed solution Exceed customer expectations to develop the relationship Recognise opportunities and take action to exceed your customers expectations. Help and support others to exceed your 	





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
14	To monitor and solve service concerns	14	 Solve immediate customer service Problems : Identify the customers service problems Respond politely to the customers about the service problems Follow organizational procedures and systems when dealing with customer service problems Report to managers and team members of the steps to be taken to solve specific problems Repeated customer service problems and Solutions: Identify the repeated customer service problems and solutions: Identify the repeated customer service problems and solutions to reduce the reptation of the problem Take action to avoid the repetition: Follow organizational guidelines to reduce the problem Carry out the agreed solution Always clear the customer service problem Carry out the solving process 	RAS / N0135





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
15	Promote continuous improvement in service	18	 Plan improvements in customer service based on customer feedback : Collect customers feedback Analyze and interpret the feedback Discuss with potential effect for your customers and your organization Know service improvements, costs of providing service & regulatory needs Implement changes in customer service : Implement authorized changes as per organizational guidelines Monitor and fine tune appropriate actions Review changes in customer service : Collect, analyze and interpret the feedback Summarize the advantages and disadvantages of the changes Make a business case to others to bring about change in the products or services you offer 	RAS / N 0136





S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
16	Work effectively in a retail team	12	Support the work Texm: Show courteous and	RAS/N 0137
			behaviour at all times	
			 Take the opportunities 	
			to enhance level of	
			assistance offered to	
			colleagues	
			Carry out the all	
			reasonable request for	
			workplace	
			 Complete the task as 	
			per the schedule	
			 Seek assistance when 	
			the problems or	
			difficulties are raised	
			 Use questioning 	
			techniques to clarify	
			instructions or	
			responsibilities	
			 Find out the customers 	
			and staff members	
			attitude	
			Maintain personal	
			Presentation :	
			 Know the customer 	
			requirements	
			 Follow organizational 	
			procedures for dress	
			code & personal	
			hygiene	
			Develop effective work habits:	
			 Use and interpret 	
			non-verbal	
			communication	





10.

S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		4	 Ask questions to seek and clarify the workplace information Plan and organize the daily work routine Task completion as per the time lines Identify the work for personal priorities and competing priorities 	RAS/N 0137
17	Work effectively in an organization	8	 Support effective team working: Share your work with team members Make realistic commitments to team members Encourage and support to team member when working condition is difficult Encourage the team member to treat politely and with respect Follow the company health and safety procedure as you work Help plan and Organize own learning : Be realistic with the team members Identify the knowledge and skill and achieve 	RAS/N 0138

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S.No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
		8	 Know the deadlines and meet the goals Regularly check your progress Ask for feedback to improve performance Help others learn : Encourage the team member to ask you for work related information Identify and suggest the solution when team members are finding difficulties to performing task Demonstrate procedures clearly, accurately and logically Encourage the teams to ask questions Practice new skills Maintain health, safety and security 	
8	Soft Skills	20	 Introduction to soft skills Importance of communication Knowing the strengths of self awareness To identify the goals and to achieve them in their life Improve listening and speaking skills 	

M.V.P.SAMAJ'S AND K.K.WAGH COLLEGE

JOINTLY ORGANISED, BARCLAYS GLOBAL YOUTH EMPLOYABILITY AND ART OF LIVING PROGRAMME.

ATTENDANCE SHEET

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Retail Course

July-August-2016

S.N	' NA	ME OF THE STUD	ENT	CLASS								
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	Contact person N	Number	K.K.Wagh Arts, Sci. & Commerce College, Pimpalgaon (B) Tal. Niphad, Dist Nashik								
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	Principal Name		Dr. D.B.Shinde								
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_	Trainer Name		Prof. V.G.Gaikwad vijaygcommerce@gmail.com								
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Seat No	Surname	First Name	Middle Name	Gender	50 Marks Theory	50 Marks Project	Faculty	Aadhar Card No.			
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2	Rajmane	Pooja	Ashok	Female	7 AliBertinene		T.Y.B.Com	8.90294E+3			
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5	Tidke	Yogesh	Suresh	Male	Reicher.		T.Y.B.Com	2.72464E+1			
6	Sanap	Dipak	Vilas	Male	Princi		T.Y.B.Com	4.57958E+3			
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19	Gaikwad	Anjali	Vijay	Female	"Acyket	T.Y.B.Com	4.51431E+1
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32	Jadhav	Rutuja	Bhaosaheb	Female	Adadhas	T.Y.B.Com	6.84642E+
33	Malode	Yamini	Ganpat	Female	Maladey.G	T.Y.B.Com	6.84786E+
34	Pawar	Madhuri	Kailas	Female	Rawarmt -	T.Y.B.Com	6.0171E+
35	Shinde	Madhuri	Ramesh	Female	(Duine)	T.Y.B.Com	8.78326E+
36	Sonawane	Shubhangi	Shankar	Female	Absent	T.Y.B.Com	3.94502E+
37	Mahale	Aarti	Anandrao	Female	Absent	T.Y.B.Com	5.30318E+
38	Shinde	Anita	Lahanu	Female	Absent	T.Y.B.Com	8.31798E+
39	Tambde	Yogita	Kailas	Female	Rteimberde	T.Y.B.Com	7.4223E+
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41	Bairagi	Rupali	Gopaldas	Female	Baimaghi	T.Y.B.Com	7.40644E+
42	Shirsath	Nalini	Manek	Female	Auto	T.Y.B.Com	8.5363E+
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44	Jangid	Prerana	Govind	Female	Genzia	T.Y.B.Com	5.80327E+
45	Nikam	Jyoti	Anil	Female	Anikay	T.Y.B.Com	9.51458E+
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47	Jadhav	Poonam	Sanjay	Female	Brown	T.Y.B.Com	9.32618E+
48	Gangurde	Akshay	Fakira	Male	dengurde.	T.Y.B.Com	8.62261E+
49	Pardeshi	Vaishali	Prakash	Female	Pardeshi	T.Y.B.Com	6.35974E+
50	Aher	Akshay	Pundlik	Male	Ante-	T.Y.B.Com	2.52662E+

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52	Sumbhe	Sameer	Bhika	Male	Ling	T.Y.B.Com	2.5312E+13
53	Dawange	Vishwas	Vasant	Male	Drugoe	T.Y.B.Com	4.48858E+11
54	Khode	Sushil	Ram	Male	Eulioi	T.Y.B.Com	3.93499E+13
55	Gawali	Ashwini	Bhausaheb	Female	Grawelt	T.Y.B.Com	5.40491E+12
56	Saiyyad	Faiyys	Hanif	Male	Saiyyad f.H.	T.Y.B.Com	9.57318E+11
57	Chatur	Avinash	Sanjay	Male	huite	T.Y.B.Com	5.82645E+13
58	Zalte	Tejas	Shubhash	Male	Futers	T.Y.B.Com	7.83773E+13
59	Holgade	Usha	Bhagwant	Female	Costule	T.Y.B.Com	9.1287E+11
60	Kuyate	Avinash	Uttam	Male	1 Sypthe	T.Y.B.Com	8.0348E+13
61	Bankar	Anita	Sopan	Female	Dutter	T.Y.B.Com	9.85209E+11
62	Mahale	Swapnali	Rajendra	Female	Absent	T.Y.B.Com	2.23331E+1
63	Shirsath	Yogesh	Rajendra	Male	Absent-	T.Y.B.Sc.	5.66996E+1
64	Jamdhade	Akash	Sunil	Male	Absent	T.Y.B.Sc.	7.55294E+1
65	Patil	Priti	Ramnath	Female	Absent	T.Y.B.Sc.	4.32899E+1
66	Bairagi	Komal	Ramcharan	Female	Absent	T.Y.B.Sc.	6.67088E+1
67	Jadhav	Jyoti	Sopan	Female	Absent	T.Y.B.Sc.	4.87992E+1
68	Veer	Gayatri	Pradip	Female	Absert	T.Y.B.Sc.	9.05592E+1
69	Thete	Tejashree	Chandrakant	Female	Absent-	T.Y.B.Sc.	8.46463E+1
70	Aher	Shital	Somanth	Female	Absent	T.Y.B.Sc.	6.58608E+1
71	Gaikwad	Arti	Arun	Female	Absent	T.Y.B.Sc.	7.05882E+1
72	Jadhav	Shrikrishna	Bhaginath	Male	Absent	T.Y.B.Sc.	2.61918E+1
73	Jagtap	Vishal	Devidas	Male	Absent	T.Y.B.Sc.	9.30102E+1
74	Pagar	Kalpana	Madhukar	Female	Abspat	T.Y.B.Sc.	7.13465E+1
75	Bairagi	Savita	Rohidas	Female	Bareaufi	T.Y.B.Sc.	6.78511E+1
76	Rayate	Ashwini	Sanjay	Female	Absent	T.Y.B.A	4.59394E+1
77	Bhujade	Pratibha	Shubhash	Female	Abspa	T,.Y.B.A	7.3796E+1
78	Nirgude	Punam	Subhash	Female	2 martill	T.Y.B.Sc.	8.94555E+1
79	Khapte	Suvarna	Bhausaheb	Female	FRhagte.	T.Y.B.Sc.	8.34958E+1
80	Dawange	Sakshi	Keshav	Female	and a	T.Y.B.Sc.	8.63023E+1
81	Watpade	Kaveri	Ragunath	Female	Rewestrade.	T.Y.B.Sc.	5.41661E+1
82	Fugat	Rupali	Suresh	Female	Augot	T.Y.B.Sc.	9.33452E+1

83	Kazi	Altamash	Arifuddin	Male	MSHE	T.Y.B.Sc.	2.97936E+11
84	Shaikh	Moin	Riyaz	Male	Absent	T.Y.B.Sc.	7.8533E+11
85	Wagh	Samadhan	Balasaheb	Male	Spreigh	T.Y.B.Sc.	9.30819E+11
86	Rasal	Parashram	Dattatrya	Male	Absent	T.Y.B.Sc.	7.65243E+11
87	Kathe	Swapnil	Madhavrao	Male	- Stre	T.Y.B.Sc.	9.63663E+11
88	Gite	Vikas	Subhash	Male	Gites -	T.Y.B.Sc.	7.12046E+11
89	Rasal	Jagdish	Vilas	Male	St wind	T.Y.B.Sc.	6.39609E+11
90	Pagar	Vijay	Bhika	Male	there.	T.Y.B.Sc.	3.89099E+11
91	Jadhav	Akashay	Prbhakar	Male	TASSENT	T.Y.B.Sc.	5.62529E+11
92	Thakre	Aishwariya	Balu	Female	Absent	T.Y.B.Sc.	6.35451E+11
93	Nirgude	Pooja	Vilas	Female	Quirels:-	T.Y.B.Sc.	7.65497E+11
94	Jadahv	Shital	Bajirao	Female	- Star	T.Y.B.Sc.	8.97757E+11
95	Dugje	Jayshri	Sunil	Female	Abseat	T.Y.B.Sc.	6.5573E+11
96	Gangurde	Vidya	Mahendra	Female	Assent	T.Y.B.Sc.	9.26854E+11
97	Kushare	Nisha	Nandkumar	Female	Absent	T.Y.B.Sc.	4.96204E+11
98	Jagtap	vishal	Devidas	Male	fisher	T.Y.B.Sc.	9.30102E+11
99	Dukare	Shubangi	Kashinath	Female	Absent	T.Y.B.Sc.	5.00676E+11
100	Ghule	Kanchan	Dinkar	Female	Fulero.	T.Y.B.Sc.	6.74938E+11
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Prof V.G. Gaikwad Exam.Co-odinetor

Dr.D.B.Shinde Principal



BARCLAYS ACCESS TO EMPLOYABILITY PROGRAM

This is to certify that

Mr. / Ms. Bhagyashri Dnyaneshwar Jagzap

from K.K.W, Arts, Science & Comm. College

has successfully completed the Technical and Barclays Life Skills Training

in the Retail Sector.

Certification Date : 16th December 2016







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Sushir Lohia Executive Sponsor, Barclays, YEI



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This is to certify that

Mr. / Ms. Saurabh Yogeshwar Gunjal

from K.K.W, Arts, Science & Comm. College

has successfully completed the Technical and Barclays Life Skills Training

in the Retail Sector.

Certification Date : 16th December 2016







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Sushir Lohia Executive Sponsor, Barclays, YEI





BARCLAYS ACCESS TO EMPLOYABILITY PROGRAM

This is to certify that

Mr. / Ms. Mayur Hanumant Kadlag

from K.K.W, Arts, Science & Comm. College

has successfully completed the Technical and Barclays Life Skills Training

in the Retail Sector.

Certification Date : 16th December 2016







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Sushir Lohia Executive Sponsor, Barclays, YEI





BARCLAYS ACCESS TO EMPLOYABILITY PROGRAM

This is to certify that

Mr. / Ms. Vikas Manohar Tidake

from K.K.W, Arts, Science & Comm. College

has successfully completed the Technical and Barclays Life Skills Training

in the Retail Sector.

Certification Date : 16th December 2016



N+5+D+C National Skill Development Corporation





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This is to certify that

Mr. / Ms. Nitin Purshattam Vidhate

from K.K.W, Arts, Science & Comm. College

has successfully completed the Technical and Barclays Life Skills Training

in the Retail Sector.

Certification Date : 16th December 2016







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