 <b>MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI</b> <b>TEACHING AND EXAMINATION SCHEME FOR POST S.S.C. DIPLOMA COURSES</b>																
<b>COURSE NAME : DIPLOMA IN TRAVEL &amp; TOURISM</b>																
<b>COURSE CODE : TR</b>																
<b>DURATION OF COURSE : SIX SEMESTERS</b>										<b>WITH EFFECT FROM 2009 - 10</b>						
<b>YEAR / SEMESTER : SECOND</b>										<b>DURATION : 16 WEEKS</b>						
<b>PATTERN : FULL TIME - SEMESTER</b>										<b>SCHEME : E</b>						
SR. NO.	SUBJECT TITLE	Abbreviation	SUBJECT CODE	TEACHING SCHEME			EXAMINATION SCHEME									
				TH	TU	PR	PAPER HRS	TH (1)		PR (4)		OR (8)		TW (9)		SW (16002)
								MAX	MIN	MAX	MIN	MAX	MIN	MAX	MIN	
1	Applied English	APE	12731	03	--	04	03	100	40	--	--	25#	10	25@	10	50
2	India & Places of Tourist Interest - II	IPT	12732	03	--	04	03	100	40	--	--	25@	10	--	--	
3	Indian Traditions & Heritage - II	ITH	12733	03	--	04	03	100	40	--	--	--	--	25@	10	
4	Organization in Tourism Industry	OTI	12734	04	--	02	03	100	40	--	--	--	--	25@	10	
5	Development of Life Skills - I	DLS	12018	01	--	02	--	--	--	--	--	25#	20	25@	10	
<b>TOTAL</b>				<b>14</b>	<b>--</b>	<b>16</b>	<b>--</b>	<b>400</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>75</b>	<b>--</b>	<b>100</b>	<b>--</b>	<b>50</b>
<p>Student Contact Hours Per Week: <b>30 Hrs.</b>  <b>Theory and Practical Periods of 60 Minutes Each.</b>  Total Marks: <b>625</b>  @ Internal Assessment, # External Assessment  Abbreviations: TH - Theory, TU- Tutorial, PR- Practical, ,OR- Oral, TW-Term work, SW - Sessional Work, <span style="background-color: #cccccc; padding: 2px;"> </span> No Theory Examination.</p> <ul style="list-style-type: none"> <li>➤ Conduct two class tests each of 25 marks for each theory subject. Sum of the total test marks of all subjects is to be converted out of 50 marks as sessional work (SW).</li> <li>➤ Progressive Evaluation is to be done by Subject Teacher as per the Prevailing Curriculum Implementation and Assessment Norms</li> <li>➤ Code Number for TH, PR, OR and TW are to be given as Suffix 1, 4, 8, 9 respectively to the Subject Code.</li> </ul>																

**Course Name : Diploma in Travel and Tourism**

**Course Code : TR**

**Semester : Second**

**Subject Title : Applied English**

**Subject Code : 12731**

**Teaching and Examination Scheme:**

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	04	03	100	--	25#	25@	150

**NOTE:**

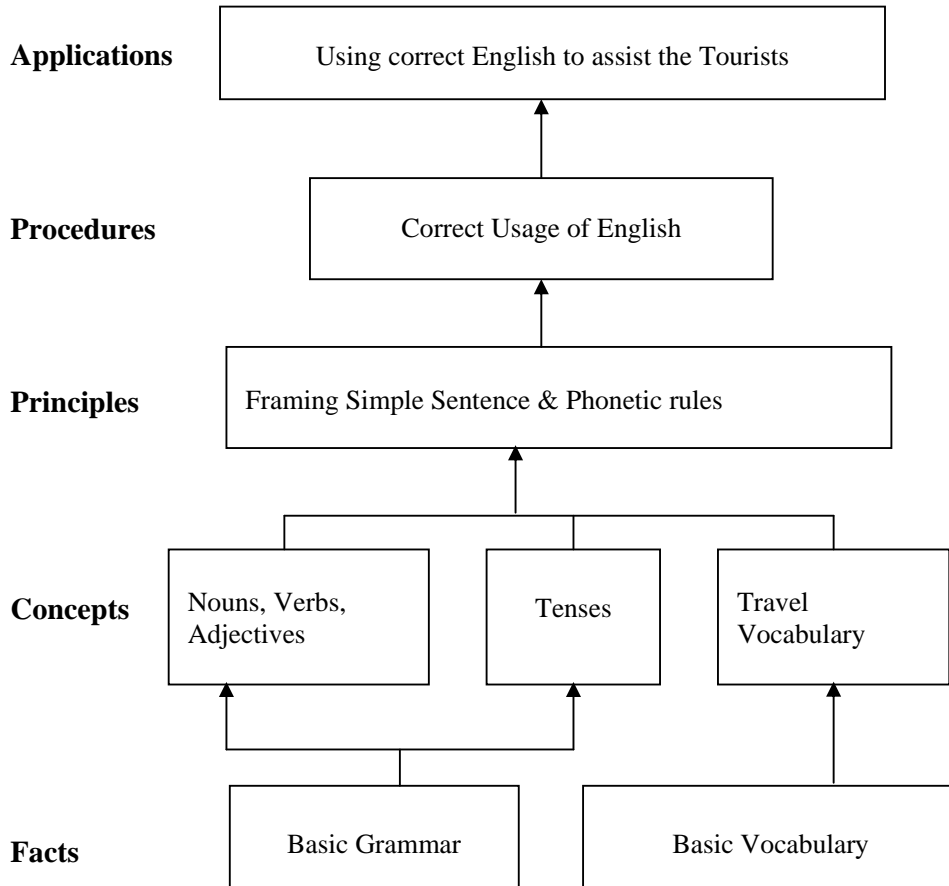
- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

**Rational:**

Effective communication is an integral part of good interpersonal relations. Throughout the world English is the language of diplomacy, commerce and science. Mastery over the language is the key to good business relations. The ability to communicate effectively helps in image building and instills self-confidence required in today's competitive world. As each course in the curriculum is built on a foundation of basic skills in reading, writing, speaking and listening. English forms an important part of the Travel and Tourism industry.

In the hospitality industry, people are the principal asset. How people communicate whether with colleagues or the external customer will determine the success of the business. The businesses that will survive in the future will be those that are able to deliver service standards and deal with customers. This course will help students communicate effectively at the work place both internally and externally. They will develop skills in both oral and written communication, self-presentation and interaction with individual and groups.

**Learning Structure:**



**Detailed Contents:**

<b>Chapter</b>	<b>Content</b>	<b>Marks</b>	<b>Hours</b>
<b>1</b>	<b>Principles of language grammar and usage</b> <ul style="list-style-type: none"> <li>- The sentence elements: words phrases, clauses</li> <li>- Phrase structure and clause structure; transformation of sentences</li> <li>- Three basic patterns of sentences</li> <li>- Tenses</li> <li>- Different parts of speech</li> <li>- Constructing correct and effective sentences</li> <li>- Punctuation</li> <li>- Mechanics of writing</li> </ul>	20	14
<b>2</b>	<b>Vocabulary &amp; Grammar</b> <ul style="list-style-type: none"> <li>- Enriching word power</li> <li>- Word formation</li> <li>- World related to various walks of life</li> <li>- Synonyms</li> <li>- Antonyms</li> <li>- Using a Dictionary</li> </ul>	10	10
<b>3</b>	<b>Reading &amp; listening skills</b> <ul style="list-style-type: none"> <li>- Reading a newspaper</li> <li>- Levels and types of listening</li> </ul>	10	04
<b>4</b>	<b>Telephone etiquettes</b> <ul style="list-style-type: none"> <li>- Communication over telephone</li> <li>- Preparing for call</li> <li>- Transferring call</li> <li>- Making calls</li> <li>- Handling difficult calls</li> <li>- Taking message</li> <li>- Voice modulation</li> <li>- Telephone manners</li> </ul>	20	06
<b>5</b>	<b>Tourism English</b> <ul style="list-style-type: none"> <li>- Terms and situations</li> <li>- As a guide / visitor / travel agent / customer query</li> <li>- Describing places, people of tourist interest</li> <li>- Enquires &amp; responses from travel desk</li> </ul>	20	08
<b>6</b>	<b>Personality and Communication</b> <ul style="list-style-type: none"> <li>- Personality of a tourism professional</li> <li>- Speech – language, presentation</li> <li>- Confidence, courage</li> <li>- Attitudes</li> <li>- General awareness</li> <li>- Personal grooming</li> </ul>	20	06
<b>Total</b>		<b>100</b>	<b>48</b>

**List of Practicals / Visits:**

- Reading – Newspaper, Passage, Text (Poetry)
- Presentation with A/V aids on given topic
- Handling situation
  - Customer Care
  - Customer grievance
  - Solving the dispute
- Telephone handling situations – polite enquiries & effective responses
- Time management and crisis management
- Communications – speaking skills

**Learning Resources;****Books:**

<b>Author</b>	<b>Title</b>	<b>Year of Publication</b>	<b>Publisher &amp; Address</b>
Fredrick T. Wood	Current English Usage	1978	Elbs & McNillan
Wren & Martin	High school English Grammar & Composition	----	----

**Course Name : Diploma in Travel and Tourism**

**Course Code : TR**

**Semester : Second**

**Subject Title : India & Places of Tourist Interest – II**

**Subject Code : 12732**

**Teaching and Examination Scheme:**

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	04	03	100	--	25@	--	125

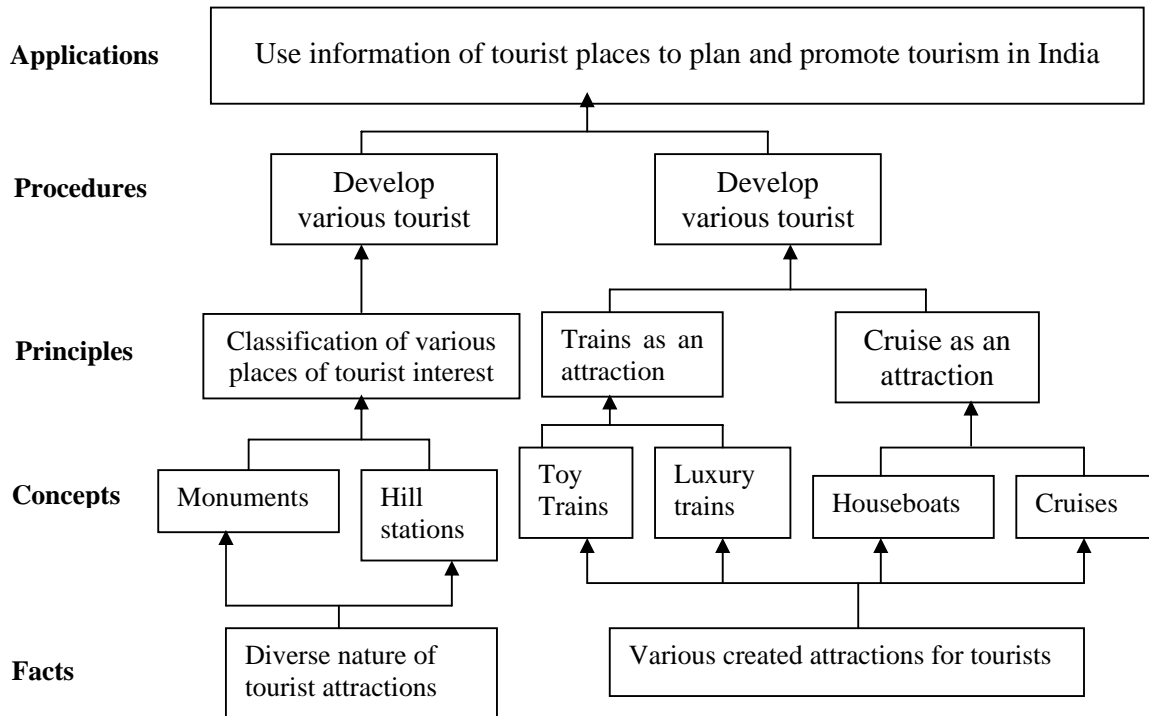
**NOTE:**

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

**Rational:**

India is a major tourist destination and offers diverse attraction. Each state in India is unique for its places of tourist interest. This course intends to make students familiar with various places of tourist interest in East & South Indian States. The course highlights special efforts made by Indian Government. in the form of special trains, theme parks, promote tourism which is major foreign exchange earner.

**Learning Structure:**



**Detailed contents:**

<b>Chapter</b>	<b>Content</b>	<b>Marks</b>	<b>Hours</b>
<b>1</b>	<b>State wise study of East, South Indian states</b> <ul style="list-style-type: none"> <li>- Brief historical background</li> <li>- Monuments, fortes, places</li> <li>- Temple &amp; cave architecture</li> <li>- Hill resort</li> <li>- Beach resort</li> <li>- Wildlife Sanctuaries&amp; National parks</li> <li>- Island resorts</li> <li>- Cultural centres / Museum and art galleries</li> <li>- Fairs and festivals centres, dance &amp; music</li> <li>- Dress, custom, language and staple cuisine</li> <li>- Ports, River valley projects</li> </ul>	60	30
<b>2</b>	<b>Tourist product of India</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Luxury trains for tourist, toy trains, special trains- Shatabdhi, Rajdhani &amp; Kokan railway</li> <li>- Indian cruise, state cruise, Libra, Houseboats</li> <li>- Wild life, Theme parks</li> </ul>	20	08
<b>3</b>	<b>Adventure sports in India</b> <ul style="list-style-type: none"> <li>- Land based <ul style="list-style-type: none"> <li>• Mountaineering, trekking, rock climbing</li> </ul> </li> <li>- Aerial adventures <ul style="list-style-type: none"> <li>• Paragliding, sky diving, bungee jumping</li> </ul> </li> <li>- Water sports <ul style="list-style-type: none"> <li>White water rafting, angling, canoeing, kayaking</li> </ul> </li> </ul>	10	06
<b>4</b>	<b>Up coming tourism varieties &amp; Changing trends in Tourism</b> <ul style="list-style-type: none"> <li>- Riverside festivals</li> <li>- Camel safaris</li> <li>- Rural tourism, Medical tourism, Farm tourism etc.</li> </ul>	10	04
<b>Total</b>		<b>100</b>	<b>48</b>

**List of Practicals / Visits:**

- Visit to various places of tourist interest near your city and report writing on it in appropriate format.
- Marking state, Capitals and tourist attractions on map of India for eastern and southern states
- Marking tourist attractions on map of Maharashtra.
- Preparation of project report on any one-tourist place. (Selling tourist product)
- Detailed study of various tourist products an assignment on it.
- Guest lecture on changing trends in tourism.

**Learning Resources:****Books:**

<b>Author</b>	<b>Title</b>	<b>Year of Publication</b>	<b>Publisher &amp; Address</b>
Samueal Israel & Bikram Grewal	India	1985	APA Production, Germany
Bryan Thomas & David Collins et al	India –Lonely Planet	Latest	Lonely Planet publishers
----	Any available atlas of India	Latest	----
S.P. Gupta & Krishna Lal	Cultural Tourism of India	2002	Indraprasthara Museum of Art and Archaeology

**Course Name : Diploma in Travel and Tourism**  
**Course Code : TR**  
**Semester : Second**  
**Subject Title : Indian Tradition and Heritage - II**  
**Subject Code : 12733**  
**Teaching and Examination Scheme:**

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
03	--	04	03	100	--	--	25@	125

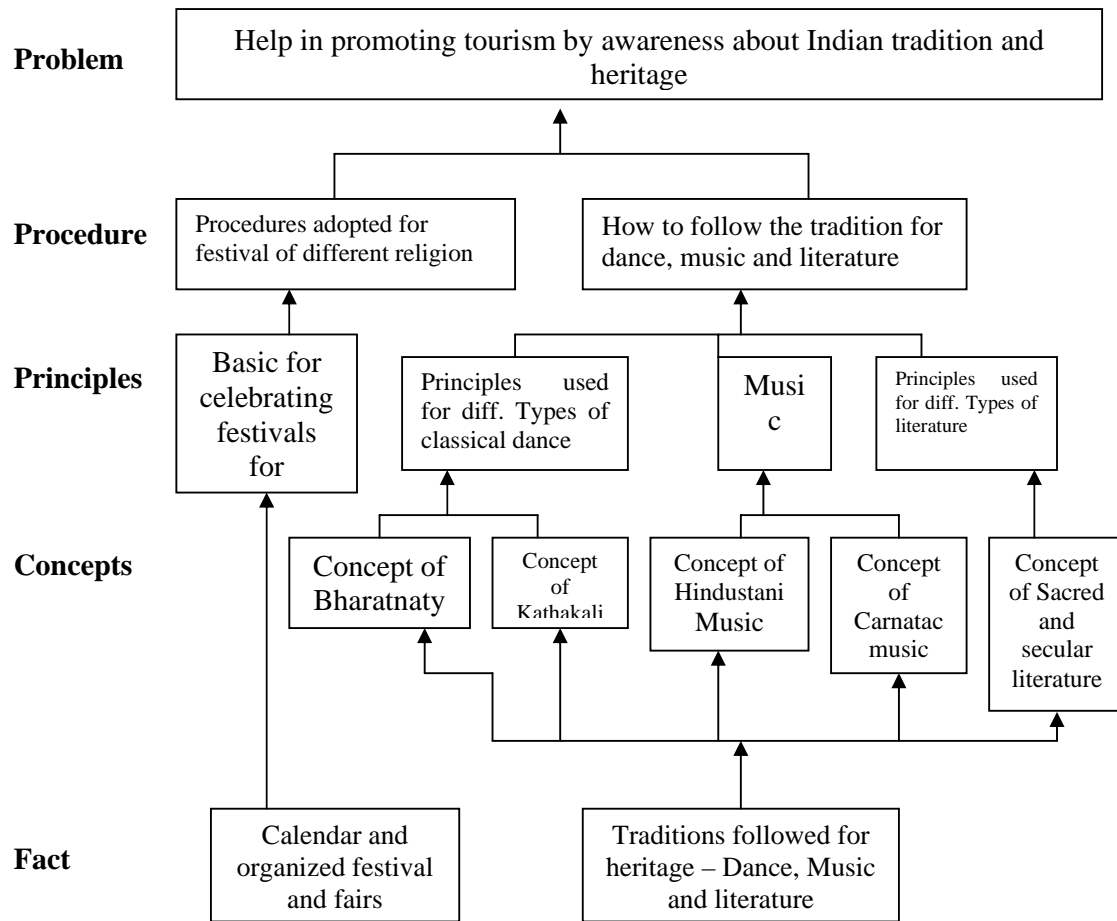
**NOTE:**

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

**Rational:**

India is famous for its Unity in Diversity and rich cultural Heritage. The people in India celebrate different festivals as they belong to different religions, speak different languages and follow diverse customs and traditions. This course will highlight different types of Handicrafts, which are one of the tourist products. Indian Music and Dance too attract number of tourist to India. This course will make them aware of the tourism potential of the cultural heritage that India is endowed with.

**Learning Structure:**



**Detailed Contents:**

<b>Chapter</b>	<b>Content</b>	<b>Marks</b>	<b>Hours</b>
<b>1</b>	<b>Indian Fairs &amp; Festival</b> - Introduction to fairs & festivals - Difference between calendar and organized festivals - Festivals celebrated by major religious communities of India - the origin, practice, celebrations - Festivals and their influence on Tourism	18	11
<b>2</b>	<b>Indian Handicrafts</b> - Style, Technique of production, description, centres of production. - Textiles and its types - Carving – stone, ivory, metal, wood - Leather craft and others.	16	11
<b>3</b>	<b>Dances of India</b> - Classical dances Types (History, style, costume, Famous artists) - Bharat Natyam, - Kathak, - Kathakli, - Odissi, - Manipuri - Kuchipudi - Folk dances of India	24	13
<b>4</b>	<b>Indian music (History, development &amp; Indian music)</b> - Types- Hindustani & Carnatac Music - Concepts of Raga and Taal - Musical Instrument – Wind, string	14	03
<b>6</b>	<b>Museums</b> - Major museum and its features.	08	04
<b>7</b>	<b>Indian Painting</b> - Any two styles - Famous Painters	10	02
<b>8</b>	<b>Yoga</b> - Philosophy and practice	06	02
<b>9</b>	<b>Indian Theatre &amp; Cinema</b> - Well Known artists - Features and its significance to Tourism.	04	02
<b>Total</b>		<b>100</b>	<b>48</b>

**List of Practicals/Visits:**

- Visit to Museum and report of visit in an appropriate format.
- Participation in festivals
- Study of Handicraft of India as an assignment by collecting data from various resources.
- Case study of any one Dance Style.
- Interaction with any one artist related to music or dances.
- Preparing a scrapbook on any one theme.

**Learning Resources:****Books:**

Author	Title	Year of Publication	Publisher & Address
P .Thomas	Festivals and Holiday of India	1984	Taraporevala & Sons Co.Pvt.Ltd. Mumbai
--	Festivals of India	1982	Director National Book Trust, New Delhi, India
Veronica Lons	Indian Mythology	1983	Chancellor Press
Mohan Khokar	The Splendour of Indian Dance	1985	Himalayan Books , New Delhi
R.S. Gupte	Iconography of the Hindus, Buddhists and Jains	Latest	D.B. Taraporevala & Sons Co.Pvt.Ltd. Mumbai
S.P. Gupta & Krishna Lal	Cultural Tourism of India	2002	Indraprashta Museum of Art and Archaeology, New Delhi
Kalika Prasad Tiwari	Foundations of Indian Culture	2001	Pointer Publishers, Jaipur, India

**Course Name : Diploma in Travel and Tourism**  
**Course Code : TR**  
**Semester : Second**  
**Subject Title : Organisation in Tourism Industry**  
**Subject Code : 12734**

**Teaching and Examination Scheme:**

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
04	--	02	03	100	--	--	25@	125

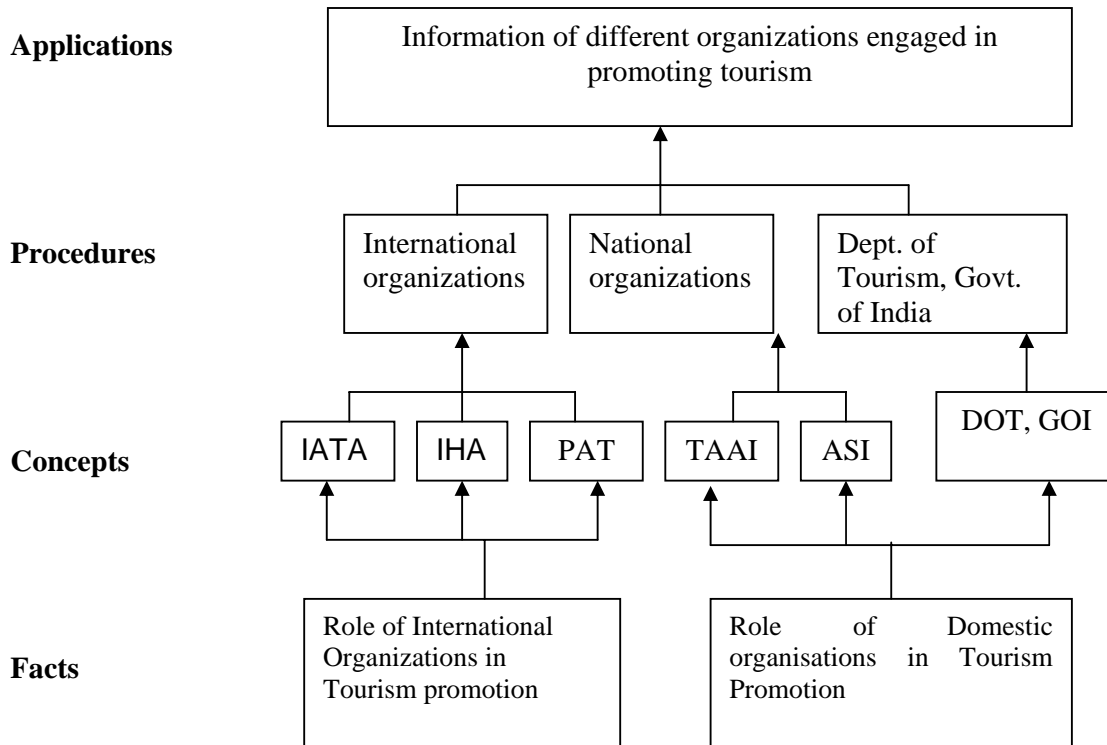
**NOTE:**

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

**Rational:**

Tourism by its nature is a complex activity, consisting of a wide range of elements that must be developed by a wide range of spectrum of individuals, organizations & travel agencies each having different aspirations and capabilities. This course highlights the various national & international organizations, which helps to promote tourism directly or indirectly. This course also covers the guidelines given by various organizations for smooth running of travel business. This course will acquaint the student with the role of Dept. of Tourism, Govt. of India in promoting tourism in India and outside as well as various packages offered by Indian Airline for the promotion of domestic tourism.

**Learning Structure:**



**Detailed Contents:**

<b>Chapter</b>	<b>Content</b>	<b>Marks</b>	<b>Hours</b>
<b>1</b>	<b>Need of the organization</b> - Types of organizations - Requirement of the organization	06	02
<b>2</b>	<b>International organizations (Introduction, History, Membership, Offices, Aims, Roles, Functions, Organization Structure, Benefits)</b> - WTO - IATA - ICAO - PATA - SAARC - ICCA - SITA - FIATA - IH&RA - IHA - ASTA - UFTAA - WTTC - IUOTO	20	22
<b>3</b>	<b>National organizations (Introduction, History, Membership, Offices, Aims, Roles, Functions, Organization Structure, Benefits)</b> - TAAI - IATO - ASI - DTOA - TOGA - AAI - Shipping Corporation - TFCI - FHRAI	20	17
<b>4</b>	<b>Study of Dept. of Tourism – Govt of India</b> - Set up - Organization structure - Role, functions, Objectives - Offices	12	05
<b>5</b>	<b>Study of State Tourism Dept</b> - Set up - Organization structure - Role, functions, Objectives - Offices	06	03
<b>6</b>	<b>Study of ITDC</b> - Set up - Organization structure - Role, functions, Objectives - Offices	08	04

Chapter	Content	Marks	Hours
7	<b>Car rental</b> - Role, function and options	10	03
8	<b>Indian Airline &amp; feeder Airlines</b> - Alliance Air, Jet Air way, Sahara – their growth & present status	12	06
9	<b>Training &amp; development opportunities and career options in Tourism Industry</b> - Need for training - Career options and growth	06	02
<b>Total</b>		<b>100</b>	<b>64</b>

**List of Laboratory Experiments / Demonstration:**

- Visit any tourism organisation and report on the same in appropriate format.
- Case study of any one national and one International Organisation.

**Learning Resources:**

**Books:**

Author	Title	Year of Publication	Publisher & Address
A. K. Bhatia	Travel Agency and Tour Operation	1997	Sterling Publications Pvt .Ltd.
Jagmohan Negi	Travel Agency & Tour operation	1997	Kanishka publications, New Delhi
Dauglas Pearce	Tourist Organisation	1992	Longman Group Ltd. England

**Course Name : All Branches of Diploma in Engineering and Technology**

**Course Code : AE/CD/CE/CH/CM/CO/CR/CS/CV/DE/ED/EE/EI/EJ/EN/EP/ET/EV/**

**EX/FE/IC/IE/IF/IS/IU/ME/MH/MI/MU/PG/PS/PT/AA/DC/PN/SC/TC/TR/TX**

**Semester : Second**

**Subject Title : Development of Life Skills-I**

**Subject Code : 12018**

**TEACHING AND EXAMINATION SCHEME:**

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS	TH	PR	OR	TW	TOTAL
01	--	02	--	--	--	25#	25@	50

**Rationale:**

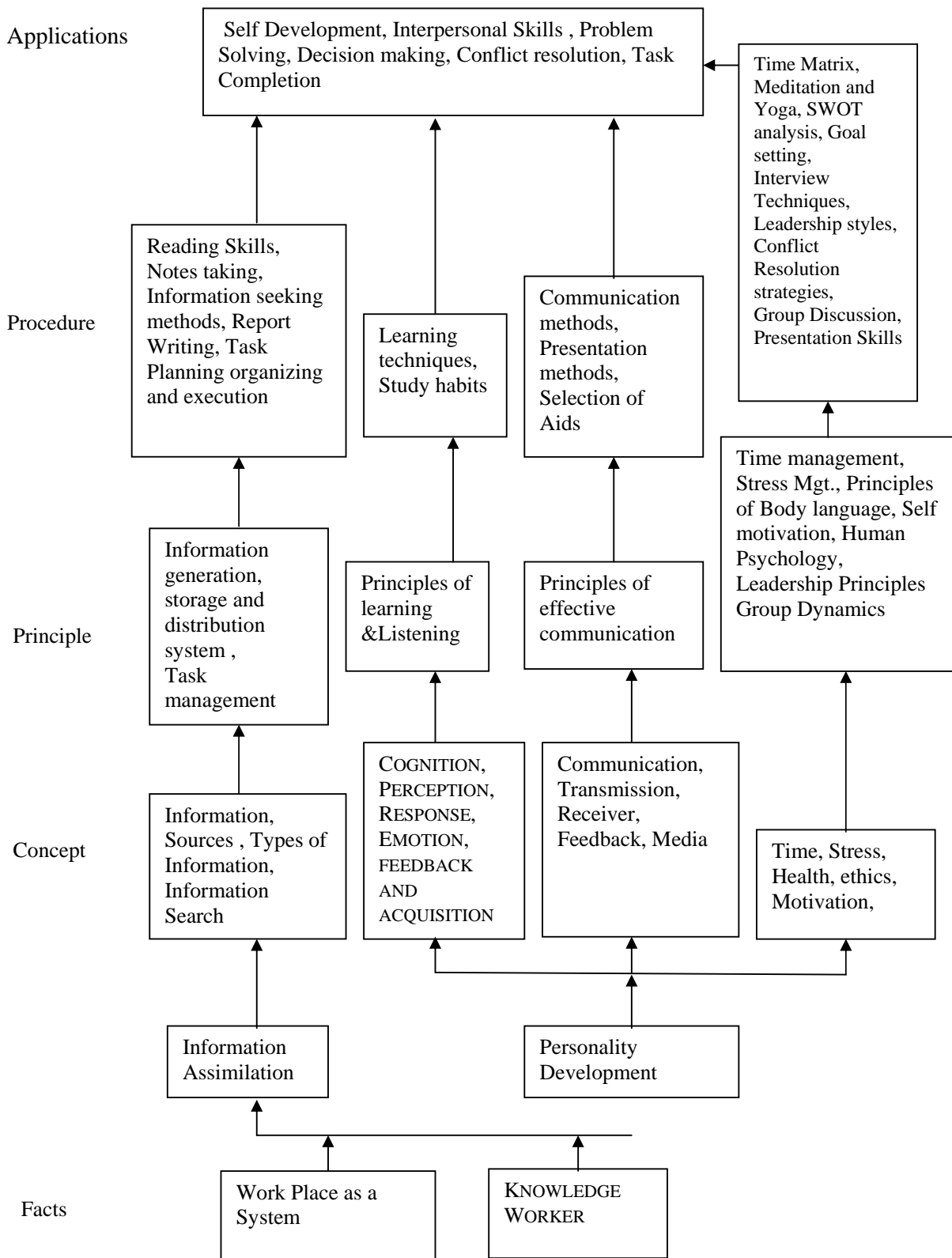
In today's competitive world, the nature of organizations is changing at very rapid speed. In this situation the responsibility of diploma holder is not unique. He will be a part of a team in the organization. As such the individual skills are not sufficient to work at his best.

This subject will develop the student as an effective member of the team. It will develop the abilities and skills to perform at highest degree of quality as an individual as well as a member of core group or team. Such skills will enhance his capabilities in the field of searching, assimilating information, managing the given task, handling people effectively, solving challenging problems. The Subject Is Classified Under Human Science.

**Objectives:** The students will be able to:

1. Develop reading skills
2. Use techniques of acquisition of information from various sources
3. Draw the notes from the text for better learning.
4. Apply the techniques of enhancing the memory power.
5. Develop assertive skills.
6. Prepare report on industrial visit.
7. Apply techniques of effective time management.
8. Set the goal for personal development.
9. Enhance creativity skills.
10. Develop good habits to overcome stress.
11. Face problems with confidence.

**LEARNING STRUCTURE:**



**Contents: Theory**

<b>Topic No</b>	<b>Contents</b>	<b>Hours</b>
<b>1</b>	<b>Importance of DGS,</b> Introduction to subject, importance in present context ,application	<b>01</b>
<b>2</b>	<b>Information Search</b> Information source –Primary, secondary, tertiary Print and non - print, documentary, Electronic Information center, Library, exhibition, Government Departments. Internet Information search – Process of searching, collection of data -questionnaire, taking Interview, observation method.	<b>02</b>
<b>3</b>	<b>Written communication</b> METHOD OF NOTE TAKING Report writing –Concept, types and format.	<b>01</b>
<b>4</b>	<b>Self Analysis</b> Understanding self - Attitude, aptitude, assertiveness, self esteem, Confidence building. Concept of motivation.	<b>02</b>
<b>5</b>	<b>Self Development</b> Stress Management –Concept, causes, effects, remedies to void/minimize stress. Health Management – Importance, dietary guidelines and exercises. Time management- Importance, Process of time planning, Urgent Vs importance, Factors leading to time loss and ways to handle it, Tips for effective time management. EMOTION-CONCEPT, TYPES, CONTROLLING, EMOTIONAL INTELLIGENCE. CREATIVITY-CONCEPT, FACTORS ENHANCING CREATIVITY. GOAL SETTING – CONCEPT, SETTING SMART GOAL.	<b>07</b>
<b>6</b>	<b>Study habits</b> Ways to enhance memory and concentration. Developing reading skill. Organisation of knowledge, Model and methods of learning.	<b>03</b>
<b>Total</b>		<b>16</b>

**LIST OF ASSIGNMENTS:****The Term Work Will Consist Of Following Assignments.**

- 1) Self Awareness.
- 2) Techniques of developing positive attitude.
- 3) Learning, Memory and Concentration.
- 4) To understand the concept of study techniques and participate in a panel discussion on it.
- 5) To understand the concept of motivation and emotional intelligence.
- 6) Goal Setting.
- 7) Information search in library.
- 8) Information search through internet.
- 9) Time Management.
- 10) Health and stress Management
- 11) Assertiveness and confidence building
- 12) Creativity

**NOTE:-** THESE ARE THE **SUGGESTED ASSIGNMENT** FOR GUIDE LINES TO THE SUBJECT TEACHER. HOWEVER THE SUBJECT TEACHERS CAN SELECT, DESIGN ANY ASSIGNMENT RELEVANT TO THE TOPIC, KEEPING IN MIND THE OBJECTIVES OF THIS SUBJECT.

**Learning Resources:**

**Books:**

Sr. No	Author	Title of the book	Publisher
1	Marshall Cooks	Adams Time management	Viva Books
2	E.H. Mc Grath , S.J.	Basic Managerial Skills for All	Pretice Hall of India, Pvt Ltd
3	Allen Pease	Body Language	Sudha Publications Pvt. Ltd.
4	Lowe and Phil	Creativity and problem solving	Kogan Page (I) P Ltd
5	Adair, J	Decision making & Problem Solving	Orient Longman
6	Bishop , Sue	Develop Your Assertiveness	Kogan Page India
7	Marion E Haynes	Make Every Minute Count	Kogan page India
8	Pearson Education Asia	Organizational Behavior	Tata McGraw Hill
9	Michael Hatton ( Canada – India Project)	Presentation Skills	ISTE New Delhi
10	--	Stress Management Through Yoga and Meditation	Sterling Publisher Pvt Ltd.
11	Richard Hale ,Peter Whilom	Target setting and Goal Achievement	Kogan page India
11	Chakravarty, Ajanta	Time Management	Rupa and Company
12	Harding ham .A	Working in Teams	Orient Longman

**Internet Assistance:**

- 1) <http://www.mindtools.com>
- 2) <http://www.stress.org>
- 3) <http://www.ethics.com>
- 4) <http://www.coopcomm.org/workbook.htm>
- 5) <http://www.mapornonprofits.org/>
- 6) <http://www.learningmeditation.com> <http://bbc.co.uk/learning/courses/>
- 7) <http://eqi.org/>
- 8) <http://www.abacon.com/commstudies/interpersonal/indisclosure.html>
- 9) <http://www.mapnp.org/library/ethics/ethxgde.htm>
- 10) [http://www.mapnp.org/library/grp\\_cnfl/grp\\_cnfl.htm](http://www.mapnp.org/library/grp_cnfl/grp_cnfl.htm)
- 11) <http://members.aol.com/nonverbal2/diction1.htm>
- 12) [http://www.thomasarmstron.com/multiple\\_intelligences.htm](http://www.thomasarmstron.com/multiple_intelligences.htm)
- 13) <http://snow.utoronto.ca/Learn2/modules.html>
- 14) <http://www.quickmba.com/strategy/swot/>