



OFFICE OF THE REGISTRAR::DIBRUGARH UNIVERSITY::DIBRUGARH

No. DU/DR-A/8-1/21/002

Date: 01.01.2021

NOTIFICATION

Sub: Syllabi of Skill Enhancement Course (SEC) for B.A./B.Sc./B.Com. Programmes in CBCS (Notification-III).

In continuation to the notification (Notification-I) issued by the office of the undersigned *vide Memo No. DU/DR-A/8-1/20/1089, dated 18.12.2020 regarding syllabi of SECs* and under report to the Under Graduate Board, the Hon'ble Vice-Chancellor, Dibrugarh University is pleased to approve the following syllabi as the Two (02) Credit Skill Enhancement Course (SEC) for the B.A./B.Sc./B.Com. Programmes in CBCS with immediate effect.

- Tourism and Travel Management

All other conditions as mentioned in the aforementioned notification shall remain same.

Arinjit Hazarika
01/01/2021
Arinjit Hazarika
Joint Registrar (Academic) i/c
Dibrugarh University

Copy to:

1. The Hon'ble Vice-Chancellor, Dibrugarh University, for favour of information.
2. The Deans, Dibrugarh University, for kind information.
3. The Heads/Chairpersons of the Teaching Departments/Centres of Studies, Dibrugarh University, for kind information.
4. The Director, IQAC, Dibrugarh University, for information.
5. The Controller of Examinations, Dibrugarh University, for information.
6. The Director, College Development Council, Dibrugarh University, for information.
7. The Principals of the Colleges/Institutes affiliated to Dibrugarh University offering B.A./B.Sc./B.Com. Programmes in CBCS for kind information and necessary action.
8. The Joint Registrar (Administration), Dibrugarh University, for information.
9. The Joint/Deputy Controllers of Examinations-'C' and 'A', Dibrugarh University, for information.
10. The Academic Officer, Dibrugarh University, for information.
11. The Programmer, Dibrugarh University, requesting him to upload the notification in the website.
12. File.

Arinjit Hazarika
01/01/2021
Arinjit Hazarika
Joint Registrar (Academic) i/c
Dibrugarh University



OFFICE OF THE REGISTRAR::DIBRUGARH UNIVERSITY::DIBRUGARH

**The syllabi of the
Skill Enhancement Courses for the B.A./B.Sc./B.Com. Programmes in CBCS
(For All Subjects of all Streams including both Honours and Non Honours)**

*(Approved by the Hon'ble Vice-Chancellor, Dibrugarh University under report to
the Under Graduate Board, Dibrugarh University)*

Reference: Notification issued vide No. DU/DR-A/8-1/21/002, dated 01.01.2021

This Notification contains the syllabi of:

- **Tourism and Travel Management**

Subject: TOURISM AND TRAVEL MANAGEMENT

Course Code	Title	Type	Marks		
			I.A.	End Sem.	Total
SEC-I	Fundamentals of Tourism	Theory	10	40	50
SEC-II	Skill Development for Tourism Management	Theory	10	40	50

Course Title: Fundamentals of Tourism

Course Code: SEC-I (3rd or 5th Semester)

Total Marks: 50 (10 for Internal Assessment & 40 for End Semester Examination)

Credit offered: 2

Unit I	Basic Concepts of Tourism: Meaning and Significance of Tourism, Types of Tourism, Characteristics and Types, Tourism Products, Tourism Planning. Dynamics and Growth of Tourism Tourism Demand, Types, Indicators	Marks 15 Classes 8
Unit II	Tour Operator and Travel Agent Service: Definition and Scope, Functions of Travel Agent, The Travel Market, Functions of Travel Agency, Procedure of getting IATA Certificate, Types of tour. Accommodation and types	Marks 15 Classes 8

Unit III	Sustainable Tourism Forces promoting Sustainable Tourism, Economic Forces which resist Sustainable Tourism, Principles of Sustainable Tourism-Carrying Capacity,	Marks 10 Classes 8
Unit IV	The Environmental Impact of Tourism, Basic Properties of Ecology – Definition of Ecology, Environment and Ecosystem, Tourism Activities and their Linkages to Ecology and Environment	Marks 10 Classes 8
	Internal Assessment Mark as per rules of the Dibrugarh University	Marks 10

Suggested Readings

- Bhatia, A. K.: Tourism, Principles and Practices, Sterling Publications
- Inskeep E: Tourism Planning – An Integrated and Sustainable Development Approach

Course Title: Skill Development for Tourism Management

Course Code: SEC-II (4th or 6th Semester)

Total Marks: 50 (10 for Internal Assessment & 40 for End Semester Examination)

Credit offered: 2

Unit I	Communication Process Importance of Communication, Process of Communication, Methods of Communication: Verbal, Written, Body Language, Barriers to Communication, How to Overcome Barriers to Communication	Marks 15 Classes 8
Unit II	Communication Media and Modes Media and Modes, Conventional Modes – Mail, Courier, Telex, Electronic Communication – Telephone, Cellular Phones, Fax, Email, Tele Conferencing, Internet, Use of Computers for Communication,	Marks 15 Classes 8
Unit III	Written Communication Letter – Job Applications, Personal Letters, Enquiries and Replies, Orders and Replies, Complaints and Claims, Sales Letters, Credit Letters and Status Enquiries, Collection Letters	Marks 10 Classes 8
Unit IV	Verbal Communication Speeches and Presentations – Making a Presentation, Preparing the Text, Using Visual Aids, Dialogue Skills, Feedback Skills.	Marks 10 Classes 8
	Internal Assessment Mark as per rules of the Dibrugarh University	Marks 10

Suggested Readings

- Rai U. and S. M. Rai: Business Communication, Himalaya Publishing House, Mumbai
- Bezborah P, Mahanta K, Business Communication, Kalyani Publishers
- Kaul A, Business Communication, PHI