Delhi Skill and Entrepreneurship University

DSEU

B.Com (Business Process Management)

Effective from Academic Year 2022-23

Program Information

Introduction

The IT- BPM Industry in India has been growing at a tremendous pace and has been fuelling India's growth story. The industry has placed India on the world map, with an image of a technologically advanced and a knowledge-based economy. The industry has provided great careers to young aspirants and currently employs over nearly 3 million people. In addition to contributing to the country's Gross Domestic Product (GDP) and exports, the industry has played a big role in influencing the socio-economic parameters across the country.

Program Objectives

Delhi Skill and Entrepreneurship University (DSEU) B.Com BPM graduate program provides strong and sustainable human resources to Multinational Companies, Indian Service Providers and Global In–house Centres for most of the initial services like Customer Interaction and Support, Finance & Accounting and Human Resources in addition to other Knowledge services.

The growth of BPM sub-sector in India is driven by accelerated and widespread consumer adoption and rapidly evolving service delivery excellence centres, joining these three year-long programmes will train professionals in areas like Finance & Accounting, Understanding of working on tools, Life Skills, operations excellence along with a flavour of emerging digital technologies to enable them to have an in-depth knowledge that are vital for maximising business growth and transformation.

The program offers flexible entry and exit opportunities to students who can choose to exit after the first year of the program with a Diploma, after the second year with an Advanced Diploma, or complete the full three years and exit with a Degree.

Common Courses

There are three courses that will cut across all the degree programmes.
  a. Face the World (FTW) courses aimed at imparting twenty-first century skills among the learners that will cover Digital Literacy, Financial Literacy, Socio-emotional skills, Professional Workplace Behaviour and Entrepreneurial mindset to name a few.
  b. English Communication I and English Communication II as prescribed by UGC under Ability Enhancement courses.
  c. Environmental Studies (EVS) and Disaster Management as prescribed by UGC under Ability Enhancement courses.

Pedagogy and Teaching Methodology

This programme's effective pedagogy (developed by experts from various prestigious IT- BPM industries and from renowned academic institutions) focuses on real-world examples and hands-on projects from corporates, case studies, and practical sessions that will assist in identifying Business processes challenges and the ways to mitigate them.

Placement and Internship

With strong industry partnership from the inception of the course, and in the design and development of the curriculum, students have a very high chance of getting required industry internship experience and building strong careers.

Credit scheme

	Semester I		
SI No.	**Subject Code**	**Course Titles**	**Total Credits**
1.	BPM-DC101	Computer Applications In Business	3
2.	BPM-DC102	Customer Service – Objectives & Methodology	4
3.	BPM-DC103	Financial Accounting	4
4.	BPM-DC104	Global Finance & Accounting	4
5.	BPM-DC105	Evolution Of BPM Industry	2
6.	BPM-FW101	Face the World Skills (FTW) - I	3
7.	BPM-AE101	English Communication - I	2
Total			**22**

	Semester II		
SI No.	**Subject Code**	**Course Titles**	**Total Credits**
1.	BPM-DC201	Accounting Package - Tally	4
2.	BPM-DC202	Customer Relationship Management Fundamentals	4
3.	BPM-DC203	Accounts Payable	4
4.	BPM-DC204	Introduction To Financial Management-I	2
5.	BPM-DC205	Business Economics	2
6.	BPM-AE201	English Communication-II	2
7.	BPM-AE202	Environmental Studies - I	2
8.	BPM-FW201	Face the World Skills (FTW)-II	3
Total			**23**

Semester III – Finance (Major) & CRM (Minor)

SI No.	Subject Code	Course Titles	Total Credits
1	BPM-DC301-F	Advanced Excel	3
2	BPM-DC302-F	Digital Transformation - Finance	3
3	BPM-EC301-F	Direct Income Tax* (Elective)	4
4	BPM-EC302-F	Financial Planning & Analysis* (Elective)	
5	BPM-DC303-F	Kpo - Market & Business Research	3
6	BPM-DC304-F	Order To Cash	2
7	BPM-DC305-F	Record To Report	2
8	BPM-DC306-F	Introduction To Financial Management-II	2
9	BPM-FW301-F	Face The World Skills - III	3
10	BPM-AE301-F	Environmental Studies-II	2
		Total	**24**

Semester III – Finance (Minor) & CRM (Major)

SI No.	Subject Code	Course Titles	Total Credits
1	BPMDC301-C	Advanced Excel	3
2	BPM-DC302-C	CRM - Email And Chat	2
3	BPM-AE301-C	English Skills – English Grammar Essentials	3
4	BPM-EC301-C	Digital Transformation - CRM	3
5	BPM-EC302-C	KPO - Market & Business Research	
6	BPM-DC303-C	Marketing Management	3
7	BPM-DC304-C	Order To Cash	2
8	BPM-DC305-C	Introduction To Financial Management-II	2
9	BPM-FW301-F	Face The World Skills-III	3
10	BPM-AE301-F	Environmental Studies-II	2
		Total	**23**

Semester IV – Finance (Major) & CRM (Minor)

SI No.	Subject Code	Course Titles	Total Credits
1	BPM-EC401 - F	Indirect Tax	4
2	BPM- EC402 - F	Cost Accounting	
3	BPM DC401 - F	Management Accounting	4
4	BPM-DC402 - F	Digital And Social Media Analytics	3
5	BPM-DC403 - F	MIS Data Analytics	3
6	BPM-DC404 - F	Operations And Service Management	3
7	BPM-SE401 - F	SAP & Workflows - AP & AR	4
8	BPM-FW401 - F	Face the World Skills (FTW) -IV	3
		Total	**24**

Semester IV – Finance (Minor) & CRM (Major)

SI No.	Subject Code	Course Titles	Total Credits
1	BPM-SE401 - C	Art Of Marketing and Telesales	4
2	BPM-DC401 - C	IT Helpdesk Tech Support	4
3	BPM-FW401 - F	Workplace Readiness	3
4	BPM-DC402 - C	Digital and Social Media Analytics	3
5	BPM-EC402 - C	KPO - HR Planning, Recruitment & Development	4
6	BPM EC401 - C	Consumer Behavior	
7	BPM-DC403 - C	MIS Data Analytics	3
8	BPM-DC404 - C	Operations and Service Management	3
9	BPM-FW401 - C	Face the World Skills (FTW) -IV	3
		Total	**27**

Semester V			
SI No.	Subject Code	Course Titles	Total Credits
1.	BPM-DC501	Organizational Behavior	3
2.	BPM-DC502	Automation and AI in Finance	4
3.	BPM-DC503	Ecommerce and Omni-Channel	3
4.	BPM-SE501	Process Excellence – Green Belt	4
5.	BPM-FW501	Data Driven Storytelling	4
6.	BPM-FW501	Face the World Skills - V	3
7.	BPM-AE502	SAP & Workflows - RTR	4
		Total	**25**

Semester VI (Internship III)			
SI No.	Subject Code	Course Titles	Total Credits
1	BPM-SI601	6-month Internship	25

Note: _The detailed syllabi for courses that are common across programs, for example, English Communication, Face the World, etc., are presented separately._