

Expected learning outcomes (to be achieved by students on completion of the programme of study leading to the award of a bachelor's degree)
SOMS: Bachelor of Business Administration (Services Management)
(BBASM)

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Elements of the learning outcomes	Expected Learning Outcomes
Knowledge and understanding	<p>After doing BBASM programme, the learners will be able to:</p> <ul style="list-style-type: none"> • Define and understand the concept of services management. • Develop innovative & competency-based approach in the area of services management. • Develop knowledge and understanding of how to become a good manager in growing services industry.
Technical and professional Skills required to perform and accomplish tasks	<p>The BBASM graduates will be able to:</p> <ul style="list-style-type: none"> • Develop managerial skills for successful & profitable operation of services corporations. • Enhance leadership and inter – personal skill. • Acquire practical skills in a workplace which is provided by the industry in form of real workplace. • Get education, experience & earning at the same time.
Application of knowledge and skills	<p>The learners will be able to:</p> <ul style="list-style-type: none"> • Acquire tacit knowledge through wholesome work at the work place and explicit knowledge through theoretical studies from eLearning • Analyze ethical & professional issues which arise in day-to-day life of an employee in service sector.
Generic learning outcomes	<p>The Learners will be able to:</p> <ul style="list-style-type: none"> • Get an intensive exposure, expertise and experience in real life work environments of service industry.

<p>Constitutional, humanistic, ethical, and moral values:</p>	<p>The learners will be able to:</p> <ul style="list-style-type: none"> • Plan CSR programmes, engage stakeholders, and use various appraisal techniques to choose the best projects, monitor and evaluate them. • Understand the Environmental concerns and Issues to contribute towards sustainable development. • Understand the development of Human Resources keeping in mind Training and development, Grievance handling and discipline management, Compensation management, Occupational safety, Health and working conditions.
<p>Employability and job-ready skills, And Entrepreneurship Skills and capabilities/ qualities and mindset</p>	<p>To enable learners to:</p> <ul style="list-style-type: none"> • Join service industry as an employee. • Recognize and create business opportunities in service sector. • Develop communication skills for working in services industry. • Acquire Social networking skills for business growth. • Setting of new service company that would help in increasing the income of the country, thereby reducing the poverty.