

Lecture Plan								
Name of the College: Government College of Arts, Science and Commerce. Sanquelim - Goa								
Name of Faculty: Ms.Priyanka Thanekar			Subject: LAB WORK IN IT-II					
Paper code: VOP405			Program: S.Y.B.VOC (BFSI)				Division:	
Academic year: 2024-2025			Semester: IV				Total Lectures: 30	
Course Objectives: To provide skills of Digital Banking, Cashless payments and CRM and to give insight into how ICT is used in banking.								
<b>Course Outcome:</b> At the end of the course student will be able to: 1. Explain Digital Banking basics. 2. Explain and use Cash-less payments 3. Explain CRM using digital banking. 4. Explain how ICT can be used in Banking.								
<b>Student Learning Outcome:</b> At the end of the course student will be able to: 1. Explain Digital Banking basics. 2. Explain and use Cash-less payments 3. Explain CRM using digital banking. 4. Explain how ICT can be used in Banking.								
Month	Lecture From	Lecture To	No. of lectures allotted	Topic, Subtopic to be covered	Exercise/ Assignment	ICT Tools	Reference books	
December 2025	09/12/24	14/12/24	4	1. Use of various cashless methods like cards-Debit cards,Credit Cards	Presentation	PPT	1. Desai, V. (n.d.). Banking and Financial System. Himalaya Publishing House.	
	16/12/24	21/12/24		1. Use of various cashless methods like cards-E-wallets,Payment Gateways				

January-February 2025	02/01/25	04/01/25	10	1. Use of various cashless methods like cards, UPI (Unified Payment Interface), USSD (Unstructured Supplementary Service Data), AEPS (Aadhar Enabled Payment System), POS (Point of Sale).	Presentation		Maheshwari, S. M. (2014). Banking Law and Practice. Jain Book Agency.
	06/01/25	11/01/25		1. Use of various cashless methods like cards, UPI (Unified Payment Interface), USSD (Unstructured Supplementary Service Data), AEPS (Aadhar Enabled Payment System), POS (Point of Sale).			
	13/01/25	18/01/25		1. Use of various cashless methods like cards, UPI (Unified Payment Interface), USSD (Unstructured Supplementary Service Data), AEPS (Aadhar Enabled Payment System), POS (Point of Sale).			
	20/01/25	25/01/25		Study of E-KYC.	Presentation		Principles & Practices of Banking. (Latest ed.). New Delhi: Macmillan.
	27/01/25	01/02/25		Study of E-KYC.			
February-March 2025	03/02/25	08/02/25	8	3. Use of free CRM software's like Bitrix24 or HubSpot.		Bitrix24 software	
	09/02/25	15/02/25		3. Use of free CRM software's like Bitrix24 or HubSpot.			
	17/02/25	22/02/25		3. Use of free CRM software's like Bitrix24 or HubSpot.			
	24/02/25	01/03/25		4. Use of ICT in Banking: a. Core Banking	Group Discussion		1. India Institute of Banking and Finance (Latest). Digital Banking. New Delhi: Taxmann Publications Pvt Ltd.
March 2025	03/03/25	08/03/25	8	4. Use of ICT in Banking: b. Mobile Banking			
	10/03/25	15/03/25		4. Use of ICT in Banking: c. Internet Banking			
	17/03/25	22/03/25		4. Use of ICT in Banking: d. Electronic Fund Transfer			
	24/03/25	29/03/25		4. Use of ICT in Banking: e.ATM System functioning			
March-April 2025	31/03/25	05/04/25	2	4. Use of ICT in Banking: f. Account Management			
	07/04/25	11/04/25		-			

**Assessment Rubrics**

Component	Max Marks
ISA 1	
ISA 2	
Practical	25
Project	
Semester End Exam	