

Lecture Plan									
Name of the College: Government College of Arts, Science and Commerce. Sanquelim - Goa									
Name of Faculty: Ms. Sheetal Mandrekar				Subject: Sales Associate – Direct Channel – I					
Paper code: VOS411			Program: S.Y.B.Voc (BFSI)					Division: -	
Academic year: 2024-2025			Semester: IV					Total Lectures: 60	
Course Objectives: At the end of the program, the learner will be able to: 1. Show how to perform pre-sales activities 2. Apply proper methods to manage sales and post-sales activities									
Course Outcome: 1. To enable to perform pre-sales activities 2. To apply proper methods to manage sales and post-sales activities									
Student Learning Outcome: Students will learn 1. To perform pre-sales activities 2. Apply proper methods to manage sales and post-sales activities									
Month	Lecture From	Lecture To	No. of lectures allotted	Topic, Subtopic to be covered			Exercise/ Assignment	ICT Tools	Reference books
DEC 2024	09/12/2024	14/12/2024	08	Manage Sales and Post-sales activities List various documents required for the application			Tests, Assignments, Role play,	Powerpoint presentation	BFSI Sector Skill Council

	16/12/2024	21/12/2024		Manage Sales and Post-sales activities	group discussions		
JAN 2025	02/01/2025	04/01/2025	16	List various documents required for the application	Tests, Assignments, Role play, group discussions	Powerpoint presentation	BFSI Sector Skill Council
	06/01/2025	11/01/2025		<ul style="list-style-type: none"> • Explain appropriate ways to cross-verify the application form for correct details and verifying the documents with the originals 			
	13/01/2025	18/01/2025		<ul style="list-style-type: none"> • State the significance of confirming the basic eligibility of the customer before initiating the application for the service/product 			
	20/01/2025	25/01/2025		<ul style="list-style-type: none"> • Discuss the standard procedure to process the application form for the submission as per the TAT and submit the applications to the operation/credit team for further processing 			
	27/01/2025	31/01/2025		<ul style="list-style-type: none"> • Explain the importance of providing feedback and keeping the customer updated on the application status 			
FEB 2025	01/02/2025	-	16	<ul style="list-style-type: none"> • State the significance of conducting smooth onboarding of the customer with the company and providing ongoing support to the customers 	Tests, Assignments, Role play, group discussions	Powerpoint presentation	BFSI Sector Skill Council
	03/02/2025	08/02/2025		<ul style="list-style-type: none"> • Describe the procedure to maintain customer records using the automated system 			
	10/02/2025	15/02/2025		<ul style="list-style-type: none"> • Discuss customer service standards 			
	17/02/2025	22/02/2025		<ul style="list-style-type: none"> • State the significance of ensuring high levels of customer satisfaction through excellent sales service 			
	24/02/2025	28/02/2025		Employability Skills Discuss employability skills required for jobs in various industries			
MAR 2025	01/03/2025	-	16	<ul style="list-style-type: none"> • Explain ways to explore learning and employability portals 	Tests, Assignments, Role play, group discussions	Powerpoint presentation	BFSI Sector Skill Council
	03/03/2025	08/03/2025		<ul style="list-style-type: none"> • Discuss the significance of legal values, including civic rights and duties, citizenship, responsibility towards society etc. And personal values and ethics such as honesty, integrity, caring and respecting others, etc. 			
	10/03/2025	15/03/2025		<ul style="list-style-type: none"> • Explain the significance of 21st century skills for employment 			
	17/03/2025	22/03/2025		<ul style="list-style-type: none"> • Describe the benefits of the continuous learning 			
	24/03/2025	29/03/2025		<ul style="list-style-type: none"> • Explain how to read and understand routine information, notes, instructions, mails, letters etc. Written in English 			
	31/03/2025	-		<ul style="list-style-type: none"> • List the difference between job and career • Communicate and behave appropriately with all genders and pwd 			

APR 2025	01/04/2025	05/04/2025	04 60	<ul style="list-style-type: none">• Discuss how to escalate any issues related to sexual harassment at workplace according to posh act	Tests, Assignments, Role play, group discussions	Powerpoint presentation	BFSI Sector Skill Council
	07/04/2025	11/04/2025		<ul style="list-style-type: none">• List common components of salary and compute income, expenses, taxes, investments etc			
	TOTAL LECTURES						

Assessment Rubrics	Component	Max Marks	
	ISA 1		
	ISA 2		
	Practical		
	Project		
	Semester End Exam	100	