

# SOFTWARE ENGINEERING

## (Common with Computer Science and Engineering)

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### RATIONALE

This subject will enable the diploma students to have awareness about software engineering, various metrics, planning about software, cost estimation, software design etc.

### DETAILED CONTENTS

1. Introduction to Software (S/W) Engineering (14 hrs)  
Introduction, size factors. Quality and productivity factors. Management issues, models (waterfall, spiral, prototyping), fourth generation techniques, S/W process
2. Planning (8 hrs)  
The development process, an organizational structure, other planning activities
3. Software Cost Estimations (10 hrs)  
Cost factors, cost estimations techniques. Staffing level estimation, estimating software maintenance costs, COCOMO
4. Software Requirements Definition (8 hrs)  
Problem analysis, Requirement engineering. Software requirements specifications (SRS), Formal specifications techniques, Characteristics of a good SRS
5. Software Design and Implementation Issue (8 hrs)  
Fundamental design, concept design notations, design techniques, structured coding techniques coding styles, documentation guidelines
6. Verification and Validation Techniques (6 hrs)  
Quality assurance work through and inspections static analysis, symbolic execution, formal verifications. Black box and white box testing techniques. Testing Techniques- Unit Testing, Alpha testing, Beta testing, Black Box and White Box Testing
7. Maintenance Overview (6 hrs)

## INSTRUCTIONAL STRATEGY

This subject should be taught with reference to the software being developed by various software development companies. This would enable the student to correlate the software engineering concepts to realistic situations

## RECOMMENDED BOOKS

1. Software Engineering Concept by Richard Fairley, Tata McGraw Hill Publishers, New Delhi
2. An Integrated Approach to Software Engineering by Pankaj Jalote, Narosa Publishing House Pvt Ltd, Darya Ganj, New Delhi 110002
3. S/ W Engineering by Rajib Mall, PHI Publishers
4. Software Engineering – A Practitioner's Approach by RS Pressman, Tata McGraw Hill Publishers, New Delhi
5. Software Testing Techniques by B Beizer
6. Software Engineering by KK Aggarwal and Yogesh Singh
7. A Software Engineering Approach by Peter A Darnell, Phillips E, Moglis, Narosa Publishing House Pvt Ltd, Darya Ganj, New Delhi 110002

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	14	25
2.	8	10
3.	10	15
4.	8	15
5.	8	12
6.	6	15
7.	6	8
<b>Total</b>	<b>60</b>	<b>100</b>

# E-COMMERCE

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## RATIONALE

“Electronic commerce” or “Doing, business online” is becoming critical in three inter-related dimensions. Customer-to-business interactions, customer-to-customer, intra-business interactions and business-to-business interactions. Electronic Commerce facilitates the network form of organization where small flexible firms rely on other partner companies for component supplies and product distribution to meet changing customer demand more effectively. The transaction management aspect of electronic commerce enables firms to reduce costs by enabling better coordination in sales, production and distribution processes and automated supply chain network. Electronic Data Interchange (EDI), Electronic Mail and Electronic Fund Transfer (EFT), streamline business process, reduces paperwork and increase automation. The course will enable the students to understand e-commerce, its applications, the processes and the security issues.

## DETAILED CONTENTS

### 1. Electronic Commerce Framework (15 hrs)

Defining electronic commerce; technology of digital convergence; convergence of content and transmission types of electronic commerce – inter-organizational E-commerce, EDI over WAN, Extra nets, Electronic Fund Transfer, e-mail, Fax, Intra-organizational e-mail, Types of E-Com - B2B, B2C, C2C

Components of E- commerce

- Institutions- Government, Merchants, Manufacturers, Suppliers, consumers, banks, financial institutions
- Processes-Marketing, Sales, Payments, Fulfillment, Support
- Networks- Corporate, Internet, Commercial

### 2. Architectural Frame Work of E-Commerce (10 hrs)

- Web architecture – web browser, HTTP, TCP/IP, Web server, HTML, CGI Scripts;
- Standards – EDIFACT, EDI

### 3. Security Issues (10 hrs)

Firewalls and proxy application gateways, Secure Electronic Transaction (SET), public and private key encryption, digital signatures and digital certificates, Secure Socket Layer (SSL)

### 4. Electronic Payment Systems (8 hrs)

Digital cash, electronic signatures, Debit cards at Point of Sale (POS), Smart Cards, Online Credit Card based Systems, Electronic Fund Transfer (EFT), Payment gateways

5. Electronic Commerce Applications (8 hrs)  
E-Commerce Banking, Online shopping, Business Models and Revenue Models, On-line publishing, E-commerce in retailing industry, Digital Copyrights, Electronic Data Interchange, Electronic Fund Transfer, Electronic Bulletin Boards, Electronic Catalogue
6. Legal and Social Issues (4 hrs)
7. Tools for e-commerce: Cold fusion, e-shop etc. (4 hrs)
9. E-Governance, issues, latest scenario of e-commerce in India, resources required for implementing an E-Governance project, guidelines etc. (5 hrs)

### **INSTRUCTIONAL STRATEGY**

The teacher should take the help of inter-net and latest trends to teach this subject effectively. Every topic should be completed with suitable examples and case studies

### **RECOMMENDED BOOKS**

1. Electronic Commerce – A Manager’s Guide by Ravi Kalakota and Andrew B. Whinston; Addison Wesley (Singapore) Pvt Ltd, New Delhi
2. “E-Business – Roadmap for Success” by Ravi Kalakota and Maxia Robinson; Addison Wesley (Singapore) Pvt Ltd, New Delhi
3. E-Business (R) Evolution by Amor; Addison Wesley (Singapore) Pvt Ltd, New Delhi
4. Ontiers of Electronic Commerce by Ravi Kalakota and Andrew B. Whinston; Addison Wesley (Singapore) Pvt Ltd, New Delhi
5. E-Business with Net Commerce (with CD) by Shurety; Addison Wesley (Singapore) Pvt Ltd, New Delhi

**SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1.	15	20
2.	10	15
3.	10	15
4.	8	15
5.	8	15
6.	4	5
7.	4	5
8.	5	10
<b>Total</b>	<b>64</b>	<b>100</b>

# JAVA PROGRAMMING

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## RATIONALE

Today, the most likely place you will find Java is on World Wide Web. The web acts as convenient transport mechanism for Java programs and the web's ubiquity has popularized Java as an Internet development tool. Java has shifted the programming paradigm of single machine to distributed network of machines. Any application on World Wide Web can be easily implemented. Internet can have numerous applications and various protocols. This course will enable the students to learn in detail network programming language Java.

## DETAILED CONTENTS

1. Introduction to Java (10 hrs)  
A brief history, How Java Works. Java Virtual Machine (JVM), Java in time compiler (JIT), Java features, using Java with other Tools, Native code, Java Application types, comparison with C and C++
2. Working with Data types, Control flow statements, Arrays, command line arguments (6 hrs)
3. Java Classes and Memory Management (10 hrs)  
Introduction to Classes, inheritance, encapsulation and Polymorphism, constructors and Finalizers, Garbage collection, Access specifier
4. Interfaces and Packages (6 hrs)  
Using Java interface, using Java Packages
5. Exception Handling and Stream Files (8 hrs)  
Over view of exception handling, Method to use exception handling, Method available to exceptions (The throw statement, The Throws class, Final class), Creating your own exception classes
6. Threads and Multi-threading (6 hrs)  
Overview, Thread Basics - Creating and running a thread, thread control methods, threads life cycle and synchronization
7. Introduction to Applet, Application and JDK (12 hrs)  
Java Applets Vs Java Applications, Building Application with JDK, Building Applets with JDK, HTML for Java Applets, Managing input-output stream
8. Java Data Base Connectivity (JDBC) (6 hrs)

## LIST OF PRACTICALS

1. Programming exercise on control flow statements in Java
2. Programming exercise on Arrays and String
3. Programming exercise on inheritance
4. Write Program for exception handling
5. Write programs for Multithreading
6. Programming exercise on Java applets
7. Write program for Java Data base connectivity
8. Mini project on Java

## INSTRUCTIONAL STRATEGY

The subject deals with object oriented concept. As the subject has both theory and practicals, more stress should be given to practical work.

## RECOMMENDED BOOKS

1. Java Programming by Balagurusamy
2. Set of Books on Java by Sun Microsystems
3. Java Programming- “How to Program Java” by Dietel and Dietel
4. The Complete Reference Java by Herbel Schildt; McGraw Hill, New Delhi

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	10	10
2.	6	10
3.	10	15
4.	6	8
5.	8	15
6.	6	10
7.	12	24
8.	6	8
<b>Total</b>	<b>64</b>	<b>100</b>

# Elective - II

## DATA MINING AND WAREHOUSING

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### RATIONALE

Data Mining and Warehousing enables middle and top managers to analyze historical data and explore relationships among the data items which helps them to take right decisions in right time. After going through this course, students can understand the concepts, functions and various techniques of data mining and warehousing and appreciate them through various case studies.

### DETAILED CONTENTS

1. Introduction to Data Mining (8 hrs)
  - What is data mining? Data mining background
  - Inductive learning, statistics, machine learning
  - Difference between data mining and machine learning, data mining models, verification model, discovery model]
  - Data mining problems/issues
2. Introduction to Data Warehousing (15 hrs)
  - Concept and benefits of data warehousing, type of data, characteristics of a data warehouse, processes in data warehousing
  - Data warehousing and OLTP systems
  - The data warehouse architecture, problems with data warehousing, criteria for a data warehouse
  - Data marts
3. Data Mining Functions (15 hrs)
  - Classification
  - Associations
  - Sequential/temporal patterns
  - Clustering/segmentation
4. Data Mining Techniques (20 hrs)
  - Cluster analysis
  - Induction, decision trees, rule induction
  - Neural networks
  - On-line analytical processing, OLAP (Online Analytical Processing) examples
  - Comparison of OLAP and OLTP (Online Transaction Processing)
  - Data visualization



5. Case Studies on Data Mining Applications and recent trends in data mining (6 hrs)

### **INSTRUCTIONAL STRATEGY**

In this subject, teacher proposes to explore the technology of data warehousing and data mining to collect and analyze educational data. The subject aims to build the concepts of developing a model for application of data mining and data warehousing for education and other areas.

### **RECOMMENDED BOOKS**

1. Data Mining Concepts and Techniques by J. Han, M Kamber, Morgan Kaufmann, 2001, ISBN 1-55860-489-8
2. Introduction to Data Mining by Hand, Mannila, and Smyth, MIT Press, Cambridge, MA, 2000
3. OLAP Solutions : Building Multidimensional Information Systems by Erik Thomsen, John Wiley & Sons, Inc., 1997 (ISBN 0471014931-4)
4. Data Mining: Technologies, Techniques, Tools and Trends by Bhavani Thuraisingham, CRC Press, ISBN: 0849318157, 1998

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1.	8	30
2.	15	30
3.	15	12
4.	20	18
5.	6	10
<b>Total</b>	<b>64</b>	<b>100</b>

# NETWORK SECURITY

## (Common with Computer Science and Engineering)

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### RATIONALE

This course has been designed by keeping in view the basic computer users and information system managers. The concepts are needed to understand risks and how to deal with them. It is hoped that the student will have a wider perspective on security in general and better understanding of how to reduce and manage the security risks.

### DETAILED CONTENTS

1. Introduction (4 hrs)  
Why Secure Network – Attackers Vs Hackers; attack from within and external
2. How Much Security (6 hrs)  
Promoting Risk analysis; developing security policy – accessibility, defining security goals, justifying the policy, roles and responsibility, consequences of non-compliance, level of privacy
3. Firewalls (6 hrs)  
Defining and access control policy, definition of firewalls and types, address translation, firewall logging, firewall deployment
4. Intrusion Detection System (IDS) (6 hrs)  
IDS introduction; IDS limitations – counter measures; Host based IDS set up
5. Authentication and Encryption (12 hrs)  
Authentication: Clear text transmission, session tracking; Encryption – methods, weaknesses, government interaction; Solutions – data encryption standards, digital certificate servers, IP security, Point to Point Tunneling Protocol (PPTP), RSA encryption, Secure Socket Layer (SSL), secure shell, Simple Key Management for IP (SKIP)
6. Virtual Private Network (VPN) (10 hrs)  
Basics, setting of VPN - VPN diagram, configuration of required objects, exchanging keys, modifying security policy
7. Virus, Trojans and Worms (10 hrs)

What is Virus: replication, concealment, bomb, social engineering viruses; Worms; Trojan Horses; Preventive measures – Access Control, checksum verification, process neutering, virus scanners, heuristic scanners, application level virus scanners, deploying virus protection.

8. Disaster, Prevention and Recovery (10 hrs)

Disaster categories; network disasters – cabling, topology, single point of failure, save configuration files; server disasters – UPS, RAID, Clustering, Backups, server recovery, reluctant servers

### INSTRUCTIONAL STRATEGY

Since the facilities are not available in the polytechnic, students need exposure to various security systems and software available in some organisations, universities and engineering colleges. For this, visits may be organised for students. The teachers should also be exposed in this area. Some practicals can be conducted in the laboratory.

### RECOMMENDED BOOKS

1. Mastering Network Security by Christ Breton; BPB Publication, New Delhi
2. Web-sites by Chris Breton, BPB Publication, New Delhi
3. Network Firewalls by Kiranjeet Syan; New Rider Publication
4. Internet Security, New Rider Publication

### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	4	8
2.	6	10
3.	6	12
4.	6	10
5.	12	20
6.	10	15
7.	10	15
8.	10	10
<b>Total</b>	<b>64</b>	<b>100</b>

# Elective-II

## MOBILE COMMUNICATION

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### RATIONALE

Wireless Communication course is intended to provide exposure and awareness of latest wireless communication technologies. This course is designed in conjunction with course “Computer Networks” which provide concepts of networks.

### DETAILED CONTENTS

1. Introduction (16 hrs)  
  
Evolution of Mobile Communication Systems, Paging systems, cordless telephone system, cellular telephone system, comparison of common wireless communication system, 2G cellular networks, 2.5G wireless network, HSCSD, GPRS, EDGE technology, 3G wireless network, UMTS, 3G CDMA2000, 3G TD-SCDMA, wireless local loop, blue tooth and personal area networks.
2. System Design Fundamentals (12 hrs)  
  
Frequency reuse, channel alignment strategies, handoff strategies, interference and system capacity, improving coverage and capacity in cellular systems, parameters for mobile multipath channel, small scale fading,
3. Modulation Techniques (16 hrs)  
  
Amplitude modulation, angle modulation, digital modulation, linear modulation techniques, constant envelope modulation, spread spectrum modulation techniques, equalization, equalizers in communication receiver, diversity techniques, RAKE receiver, fundamentals of channel coding.
4. Multiple Access Techniques (6 hrs)  
  
FDMA, TDMA, CDMA, SDMA
5. Wireless Networking (6 hrs)  
  
Difference between wireless and fixed telephone networks, development of wireless networks, ISDN
6. Wireless Systems (8 hrs)  
  
GMS, GSM architecture, CDMA digital cellular standard, IS-95 system, IEEE 802.11b, 802.11G, blue tooth and RF

## INSTRUCTIONAL STRATEGY

Explanation of concepts using real-time examples/case studies.

## RECOMMENDED BOOKS

1. Wireless Communication Principles and Practice by Theodore S. Rappaport, Prentice Hall India, Edi 2<sup>nd</sup>.
2. Modern Wireless Communication by Simon Haykin, Michael Moher, Prentice Hall of India, Edi. 1<sup>st</sup>.
3. Wireless Communication and Networking by Jon W Mark, Prentice Hall of India, Edi 1<sup>st</sup>.

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	16	20
2.	12	15
3.	16	20
4.	6	15
5.	6	15
6.	8	15
<b>Total</b>	<b>64</b>	<b>100</b>

# COMPUTER BASED ACCOUNTING

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## RATIONALE

This course enables the students to understand the basic concept of accounting. It also allows to appreciate the feature and enable them to use the accounting package “Tally”

## DETAILED CONTENTS (Theory)

1. Accounting (10 hrs)  
Principles, concept and conventions, double entry system of accounting, introduction of basic books of accounts of sole proprietary concern, control account for debtors and creditors, closing of books of accounts and preparation trial balance, trading, profit and loss accounts and balance sheets.
2. Financial Management (6 hrs)  
Meaning of terms fund flow and fund working capital cycle, preparation and interpretation of the fund flow statement.
3. Costing (4 hrs)  
Nature, importance and basic principles.
4. Budget and Budgetary Control (6 hrs)  
Nature, scope and importance, Method of finalization master budget and functional budgets.
5. Managerial Costing (6 hrs)  
Nature scope and importance, breakeven analysis, its uses and limitations  
Construction of break-even chart, practical application of marginal
6. Standard Costing (6 hrs)  
Nature, scope and analysis of variances with reference to material cost, labor cost and overhead cost, interpretation of variances.
7. Introduction to computerized Accounting System (6 hrs)  
Coding logic and codes required, Master files, Transaction files, introduction to documents used for data collection. Processing of different files and output obtaining.
8. Use of accounting package Tally (4 hrs)

## LIST OF PRACTICAL (USING TALLY)

1. Preparation of trial balance
2. Profit and loss accounts
3. Balance sheet preparation

## INSTRUCTIONAL STRATEGY

The students must be exposed to the practical application of Tally. A teacher with both theoretical concepts and practical aspects of the "Tally" package must teach the subject.

## REFERENCE BOOKS

1. Kellock, J.: Elements of Accounting, Heinemann, 1978.
2. Rockely, L. E: Finance for the non-Accountant, 2<sup>nd</sup> Edition.
3. Levy and sarnet : Principles of Financial Management, Prentice-Hall International.
4. Arnoel : Financial Accounting, Pentice- Hall international(Paperback Edition) .
5. Hrngren and Sundem : Introduction to Financial Accounting, Prentice- Hall International(Paperback Edition).
6. Muethy, U.S.: Management Finance, 2<sup>nd</sup> Edition, Vakils Fefers & Simons Ltd., 1978.
7. Van Home, James, C.: Financial Management & Policy, Prentice Inc.

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	10	30
2	6	15
3	4	6
4	6	12
5	6	12
6	6	10
7	6	10
8	4	5
<b>Total</b>	<b>48</b>	<b>100</b>

# MAJOR PROJECT WORK

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## RATIONALE

Major Project Work aims at developing innovative skills in the students whereby they apply in totality the knowledge and skills gained through the course work in the solution of particular problem or by undertaking a project. The individual students have different aptitudes and strengths. Project work, therefore, should match the strengths of students. For this purpose, students should be asked to identify the type of project work, they would like to execute. It is also essential that the faculty of the respective department may have a brainstorming to identify suitable project assignments for their students. The project assignment can be individual assignment or a group assignment. There should not be more than 4 students if the project work is given to a group. The students should identify themselves or accept the given project assignment at least two to three months in advance. The project work identified in collaboration with industry should be preferred.

Each teacher is expected to guide the project work of 3–4 students.

### Some of the project assignments may consist of:

1. Payroll System
2. Inventory System
3. Hospital Management System
4. Library Management System
5. Online Shopping Portal
6. Online Appointment Scheduling
7. Bug Tracking System.
8. Hotel Management
9. Accounting System
10. Ticketing Management (Reservation of Tickets)
11. Retail Bluing System
12. Customer Care System.
13. Fee Record System (Educational Institutions)
14. Online Trading System
15. Personnel Management System
16. Airline Reservation System
17. Academic Management System
18. Leave Management System.
19. Time Table Management System
20. Employee Performance Manifesting System.
21. Handling different software and Surfing Internet
22. Web Page Designing
23. Software Development
24. Networking
25. Web site designing hosting and maintenance using web designing tools
26. Database Management system using oracle 8i
27. Management Information System
28. Developing application based on C and C++



29. Developing application using Visual languages
30. Developing system software using C and C++
31. Developing projects related to office automation
32. Developing projects related to industrial automation
33. Developing software related to E-Commerce
34. Developing Interactive applications using Java Applets etc
35. Developing Internet applications using Java script
36. Designing of databases for small business establishments like, warehouses and super stockists.

A suggestive criteria for assessing student performance by the external (personnel from industry) and internal (teacher) examiner is given in table below:

Sr. No.	Performance criteria	Max.** marks	Rating Scale				
			Excellent	Very Good	Good	Fair	Poor
1.	Selection of project assignment	10	10	8	6	4	2
2.	Planning and execution of considerations	10	10	8	6	4	2
3.	Quality of performance	15	20	16	12	8	4
4.	Providing solution of the problems or production of final product	15	20	16	12	8	4
5.	Sense of responsibility	10	10	8	6	4	2
6.	Self expression/ communication skills	5	5	4	3	2	1
7.	Interpersonal skills/human relations	5	5	4	3	2	1
8.	Report writing skills	15	10	8	6	4	2
9.	Viva voce	15	10	8	6	4	2
<b>Total marks</b>		<b>100</b>	<b>100</b>	<b>80</b>	<b>60</b>	<b>40</b>	<b>20</b>

The overall grading of the practical training shall be made as per following table

	Range of maximum marks	Overall grade
i)	More than 80	Excellent
ii)	79 <> 65	Very good
iii)	64 <> 50	Good
iv)	49 <> 40	Fair
v)	Less than 40	Poor

In order to qualify for the diploma, students must get “Overall Good grade” failing which the students may be given one more chance of undergoing 8 -10 weeks of project oriented professional training in the same industry and re-evaluated before being disqualified and declared “not eligible to receive diploma ”. It is also important to note that the students must get more than six “goods” or above “good” grade in different performance criteria items in order to get “Overall Good” grade.

### Important Notes

1. **This criteria must be followed by the internal and external examiner and they should see the daily, weekly and monthly reports while awarding marks as per the above criteria.**
2. **The criteria for evaluation of the students have been worked out for 100 maximum marks. The internal and external examiners will evaluate students separately and give marks as per the study and evaluation scheme of examination.**
3. **The external examiner, preferably, a person from industry/organization, who has been associated with the project-oriented professional training of the students, should evaluate the students performance as per the above criteria.**
4. **It is also proposed that two students or two projects which are rated best be given merit certificate at the time of annual day of the institute. It would be better if specific nearby industries are approached for instituting such awards.**

The teachers are free to evolve another criteria of assessment, depending upon the type of project work.

The students must submit a project report of not less than 50 pages ( excluding coding). The report must follow the steps of Software Engineering Concepts

It is proposed that the institute may organize an annual exhibition of the project work done by the students and invite leading Industrial organisations in such an exhibition. It is also proposed that two students or two projects which are rated best be given merit certificate at the time of annual day of the institute. It would be better if specific industries are approached for instituting such aw

## GENERIC SKILL DEVELOPMENT CAMP – II

As per general feedback received from the employers regarding Technician Engineers during formal interactions, the pass outs of polytechnics are labeled of falling short of employable skills which comprises of Communication, inter-personal relationship, leadership qualities, team work, problem solving, managing task, managing self etc. in addition to technical knowledge and skills. We have, therefore, added papers such as English and Communication Skills and Entrepreneurship Development and Management in the curriculum in addition to proposed camps of 3-4 days to be conducted in polytechnics on common and vital issues e.g. Environmental Awareness, Entrepreneurship Development and Generic Skill Development.

It is proposed that a camp of 3-4 days duration on Generic Skills Development (GSD) during 6<sup>th</sup> semester be organized by arranging expert lectures/discussion sessions either by polytechnic teachers or by eminent educationists from the neighborhood to deal with the following topics. Few students may also be encouraged to prepare on some of these topics and make presentation during the camp. Expert lectures must be followed by distribution of relevant handouts for further study. The attendance of students should be compulsory and marks be awarded under provision of Student Centred Activities.

It is envisaged that such camps will bring in a significant improvement in confidence level and personality of the pass outs from polytechnics.

Suggested list of topics for arranging lectures/discussion sessions:

1. Ethics and Values
  - 1.1 Introduction and importance
  - 1.2 Ethics and values in profession and society
  - 1.3 Dignity of labour
  - 1.4 Net etiquettes
2. Group Dynamics
  - 2.1 Introduction
  - 2.2 Leadership
  - 2.3 Communication in group
  - 2.4 Team work
3. Personality Development
  - 3.1 PR technique
  - 3.2 Positive attitude
  - 3.3 Self-esteem
  - 3.4 Creativity
4. SWOT Analysis
  - 4.1 Importance
  - 4.2 Introduction to SWOT analysis steps
  - 4.3 SWOT analysis parameters

