

SNDT WOMEN'S UNIVERSITY DEPARTMENT OF LIFELONG LEARNING AND EXTENSION

Name Of Program: Post Graduate Diploma In Travel And Tourism

PROGRAM OUTCOMES [POs]

- I. Customer service skills: This program will prioritise the cultivation of exceptional customer service skills aimed at ensuring client satisfaction and fostering robust relationships with travellers.
- II. Destination knowledge: Acquiring comprehensive expertise in diverse travel destinations, encompassing both well-known tourist hotspots and less-traveled, hidden gems, equipping them to offer valuable recommendations to travellers.
- III. Legal and ethical considerations: Encompassing pertinent legal and ethical considerations within the travel and tourism sector, such as regulatory compliance, environmental stewardship, and the promotion of responsible tourism practices.
- IV. Entrepreneurial skills: Concentrating on nurturing entrepreneurial aptitudes, preparing students to initiate and manage their own travel and tourism venture.
- V. Problem-solving and decision-making abilities: Fostering the development of problem-solving and critical thinking abilities, enabling students to adeptly address the various challenges that may arise in the industry.

PROGRAM SPECIFIC OUTCOMES [PSOs]

The programme will enable students to learn :

- I. Customised Travel Itinerary Crafting: Training participants in crafting tailored travel itineraries that cater to diverse traveler profiles, taking into account factors like budget constraints, personal preferences, and individual interests.
- II. Management : Developing an in-depth comprehension of tourism marketing principles, enabling them to formulate potent marketing strategies for promoting destinations, travel packages, and businesses within the tourism industry.
- III. Proficiency in Tour Guiding and Hospitality: Acquiring a diverse set of skills essential for excelling in roles such as tour guides, travel consultants, or hospitality professionals. These skills will empower them to provide exceptional customer service and create unforgettable experiences for travellers.
- IV. Sustainable Tourism Expertise: The program knowledge regarding sustainable tourism practices and responsible travel, equipping learners with the tools to minimise the adverse impact of tourism on the environment and local communities.

COURSE OUTCOMES [COs]

COURSE CODE	COURSE NAME	COURSE OUTCOMES
1101	World Travel Geography	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 The ability to interpret IATA areas empowers travellers to efficiently plan their journeys, enabling them to choose the most optimal flight routes, strategically plan layovers, and incorporate stopovers in different regions to enhance their overall travel experience.</p> <p>CO.2 Developing the skill to identify and understand IATA areas, a fundamental aspect of effective travel planning.</p> <p>CO.3 Proficiency in coordinating travel itineraries with a solid understanding of time zones, ensuring seamless transitions and schedule management for travellers.</p> <p>CO.4 Delving into the exploration of renowned tourist destinations worldwide, expanding one's knowledge and appreciation of diverse travel experiences.</p> <p>CO.5 Acquiring the ability to recognise and manage essential travel documents required by travellers, preventing delays or issues during their journeys.</p>
1102	Travel Formalities and Air Transport	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Visa and Passport Compliance: Analysing the necessary documents like visa and passport requirements for international travel. Summarising the requirements is crucial to avoid complications and denied entry at immigration checkpoints.</p> <p>CO.2 Security Screening: Adhering to airport security procedures and regulations.</p> <p>CO.3 Check-In and Boarding: Describing the airport check-in and boarding processes.</p> <p>CO.4 Airline Policies: Familiarity with airline-specific policies, regulations and codes.</p>

COURSE CODE	COURSE NAME	COURSE OUTCOMES
1103	Reservation Procedure , Ticketing and Fare Construction	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Promoting Educational Engagement: Enhancing the role of the education sector in offering comprehensive tourism and hospitality management programs, ultimately contributing to the development of highly skilled professionals within the industry.</p> <p>CO.2 Gaining insights into the functions and responsibilities of tourism boards and authorities at various levels, including local, regional, and national, in the context of promoting and regulating tourism.</p> <p>CO.3 Proficiency in air travel, encompassing a deep understanding of ticketing systems, airport operations, and the influence of air transportation on the dynamics of the tourism industry.</p> <p>CO.4 Recognising the significance of railways and train travel within the tourism sector, including the exploration of popular tourist train routes, luxury train experiences, and the pivotal role of railways in connecting diverse tourist destinations.</p> <p>CO.5 Developing expertise in categorising various modes of water transportation, such as cruises, ferries, and other water-based travel methods that facilitate tourism in coastal regions and on islands."</p>
1104	Indian Tourism	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Cultural and Religious Significance: Proficiently summarising the cultural and religious importance associated with various celebrations and festivals in India.</p> <p>CO.2 Exploring Regional Uniqueness: Delving into the distinctive characteristics of different Indian regions and gaining insight into the cultural subtleties that render each state unique and special.</p> <p>CO.3 Appreciating Language and Literary Heritage: Recognising the significance of languages and delving into the rich literary heritage found in ancient Indian texts such as the Vedas, Upanishads, Ramayana, and Mahabharata.</p> <p>CO.4 Uncovering Modern Cultural Expressions: Investigating contemporary cultural expressions in India, spanning the realms of art, cinema, literature, and music, which continue to evolve while preserving the essence of Indian culture."</p>

COURSE CODE	COURSE NAME	COURSE OUTCOMES
1105	<p align="center">Indian Background of Art and Architecture , religion and Social Structure</p>	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Historical and Architectural Significance: Proficiently summarising the historical and architectural significance of iconic Indian structures and monuments.</p> <p>CO.2 Regional Styles: Exploring the unique sculpture and artistic styles prevalent in different regions of India, each reflecting the cultural and historical context of its locality.</p> <p>CO.3 Handicrafts and various performing arts : Identifying the various handicrafts and various performing arts in India , showcasing the craftsmanship and culture of different eras.</p> <p>CO.4 Religious and social structure of the Indian Society: Describing the Social structure of India’s society.</p>
1106	<p align="center">Organisation and Management</p>	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Organisational Culture and Values: Proficiently analysing an organization's culture and core values, and understanding how they shape the workplace environment and decision-making processes.</p> <p>CO.2 Leadership Styles and Approaches: Exploring various leadership styles and approaches, including transformational, servant, and situational leadership, and their impact on organisational dynamics.</p> <p>CO.3 Identifying strategies for effective change management and fostering innovation within organisations to adapt to evolving markets and technologies.</p> <p>CO.4 Exploring the role of ethical leadership and corporate social responsibility in maintaining ethical standards and contributing to the welfare of society.</p>

COURSE CODE	COURSE NAME	COURSE OUTCOMES
1201	Computer Reservation System	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Reservation Process Proficiency: Gaining a comprehensive understanding of how the reservation process operates within a Computer Reservation System (CRS), from initiating a search for travel options to completing the booking.</p> <p>CO.2 Integration with Global Distribution Systems (GDS): Demonstrating the intricate connections between CRSs and Global Distribution Systems (GDS) as well as various suppliers, illustrating how they collaborate to access and manage travel inventory effectively.</p> <p>CO.3 Data Security and Privacy: Engaging in discussions regarding the robust security measures deployed by CRSs to safeguard sensitive customer information and ensure compliance with data privacy regulations.</p> <p>CO.4 Navigating CRS Challenges: Becoming acquainted with the challenges confronting CRSs in the dynamic travel industry landscape, including competition, evolving technological trends, and the imperative to adapt to shifting consumer preferences."</p>
1202	Indian Tour Project	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Itinerary Planning and Customisation: Proficiently designing and customising travel itineraries for travellers interested in exploring India's diverse regions, cultures, and attractions.</p> <p>CO.2 Guiding travellers in discovering the rich cultural and historical significance of various destinations across India, including famous landmarks, heritage sites, and ancient temples.</p> <p>CO.3 Facilitating communication by helping travellers identify the significance of languages and introducing them to essential phrases and local customs to enhance their interactions with locals.</p> <p>CO.4 Providing information and guidance on transportation options within India, including trains, flights, and local transportation, to optimise travel efficiency.</p>

COURSE CODE	COURSE NAME	COURSE OUTCOMES
1203	21 Days Itinerary	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Proficiently articulating the distinctiveness of each location, enabling the creation of diverse and captivating travel itineraries.</p> <p>CO.2 Gaining a deep understanding of tourist segmentation and its application in tailoring itineraries to cater to various traveler profiles, including families, adventure enthusiasts, cultural explorers, and luxury seekers.</p> <p>CO.3 Advising and supporting effective time management techniques crucial for seamless itinerary planning and execution.</p> <p>CO.4 Skilfully illustrating the connectivity between different destinations, optimising travel routes to enhance the overall travel experience.</p> <p>CO.5 Offering valuable insights into safety and health considerations vital for ensuring tourists' well-being and security throughout their journeys."</p>
1204	Internship	<p>After completion of the course ,learners will be able to:</p> <p>CO.1 Proficiently engage with travellers, empathetically discern their needs, and offer unwavering assistance and support throughout their entire journey.</p> <p>CO.2 Demonstrate the ability to work harmoniously in a team-oriented environment, effectively collaborating with colleagues from diverse departments to deliver exceptional customer experiences.</p> <p>CO.3 Evaluating the significance of ethical and responsible tourism practices, including the endorsement of sustainable tourism initiatives and fostering meaningful community engagement.</p> <p>CO.4 Competently assess performance, identifying areas for improvement to elevate overall work efficiency and elevate customer satisfaction levels."</p>