

ORGANISATION OF COMMERCE AND MANAGEMENT STANDARD XII

Competency Statement

Unit No.	Chapter Name	Competency Statements
1)	Principles of Management	• Understands meaning and definitions of principles of management.
		• Understands the nature and significance of principles of management.
		• Understands theories of management.
		• Understands Henry Fayol's theory of management.
2)	Functions of Management	• Understands Taylor's scientific management theory in detail.
		• Understands functions of management
3)	Entrepreneurship Development	• Understands meaning, definition and importance of functions of management
		• Understand entrepreneur intrapreneur and
4)	Business Services	• Understands entrepreneurship development.
		• Understands initiatives in entrepreneurship development.
		• Understands various business services.
		• Understands types of banks
		• Understands e-banking
		• Understands principles and types of insurance
5)	Emerging Modes of Business	• Understand different types of communication.
		• Understands functions and types of warehouses.
		• Understands types of transport.
		• Understands e-business.
6)	Social Responsibilities of Business organisations	• Understands scope and benefits of e-business.
		• Understands online transaction process.
		• Understands outsourcing.
		• Understands BPO, KPO, LPO
		• Understands social responsibility of business.
		• Understands social responsibilities of business towards different groups of society.

		<ul style="list-style-type: none"> • Understands protection of environment. • Understands business ethics. • Understands CSR.
7)	Consumer Protection	<ul style="list-style-type: none"> • Understands consumer protection.
		<ul style="list-style-type: none"> • Understands importance of consumer protection. • Understands rights of consumers. • Understands responsibilities of consumers. • Understands consumer redressal mechanism. • Understands role of NGO's
8)	Marketing	<ul style="list-style-type: none"> • Understands marketing.
		<ul style="list-style-type: none"> • Understands types of market • Understands importance and functions of marketing. • understands marketing mix.

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