



Programme Project Report – PPR
(To be annexed with Programme Development Form)
(Approval of the School Board and Academic Council)

Name of the School: School of Tourism and Hospitality Services Management

Name of the Programme: B. A. (Facility and Services Management)

| Sr. | Parameters | Details |
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| a | Programmes Mission & Objectives: (its alignment with industrial/ learner demands) | <ul style="list-style-type: none"> • A thorough understanding of and ability to apply the core principles and practices of facility management in real life situation. • To develop the professional skills of facility management in learner. • Create trained professionals to meet the industry need. • To develop entrepreneurship skills among learners • To enhance the ability and skill among learners about facility operation. |
| b | Relevance of program with IGNOU's Mission & Goals: | This programme will be in line with the IGNOU's mission of providing quality learning with affordability, facilitating learning to masses and creating trained professional to meet increasing demand of facility management professionals. A large number of learners will be benefited. |
| c | Nature of prospective target group of learners: | |
| | 1. Specify the target group: | The target learners include the interested people wishing to pursue their career in the field of facility management. The prospective learners will include the young learners who have completed their 10+2/Intermediate or equivalent examination. The prospective learners will be from all age group, gender and social status without any discrimination. |
| | 2. Needs of the target group: (Annex Report of Exploratory Expert Committee Meeting and Need Assessment Study) | Enclosed |
| d | Appropriateness of program to be conducted in Open & Distance Learning (ODL) mode to acquire specific skills & competence : | After completion of this programme the learner will acquire: <ul style="list-style-type: none"> • Advanced knowledge about core area of facility operation. • Advanced skill to work in a facility management organization • Skills for carry out routine works in the area employed • Develop entrepreneurship skills |

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| <p>Specify the expected learning outcomes in terms of:</p> <p>1. Knowledge attainment:</p> | <p>After completion of programme the learners will be able to:</p> <ul style="list-style-type: none"> • Demonstrate the acquisition of knowledge of facts, concepts, principles, theories and processes related with Facility and Services Management. • Demonstrate the acquisition of procedural knowledge for performing skilled tasks associated with the Facility and Services Management |
| <p>2. Transferable Skills and Competencies:</p> | <p>After completion of programme the learners will be able to</p> <ul style="list-style-type: none"> • Demonstrate the acquisition of a range of cognitive and technical skills required for accomplishing assigned tasks related to Facility and Services Management. • Demonstrate the acquisition of cognitive skills required to identify, analyze and synthesize information received from various source in actual job situation. • Demonstrate the acquisition of cognitive and technical skills required for selection and use of relevant methods, tools, techniques, and materials in solving problems in actual job situation. • Demonstrate the ability to apply the acquired theoretical and technical knowledge, a range of cognitive and practical skills in selecting and using appropriate tools, methods, materials, and information required to resolve the problems arisen in actual job situation in area of Facility and Services Management. |
| <p>3. Reflection of academic, professional and occupational standards:</p> | <p>After completion of programme the learners will be able to:</p> <ul style="list-style-type: none"> • Demonstrate the ability of listening carefully, reading and grasping text related to Facility and Services Management and will analytically present the information in clearly and precisely. • Demonstrate the ability of expressing thoughts and ideas effectively in writing and orally in clear and concise way and will be able to present the findings to other groups clearly and precisely. • Demonstrate the ability of meeting their own learning needs and will peruse self-directed and self-managed learning to upgrade their cognitive skills and practical skills required for higher level of education or training. • Demonstrate the ability of critical thinking, critically evaluating principles and theories related to Facility and Services Management. • Demonstrate the ability of making decisions on the basis of analysis of facts, data, information, and evidences available for situation. • Demonstrate the ability of willingness to practice constitutional, humanistic, ethical, and moral values in their |

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| | | <p>own life and put forward convincing arguments to respond to the ethical and moral issues associated with actual job situations.</p> <ul style="list-style-type: none"> • Demonstrate the ability of acquisition of knowledge, essential skills required to perform effectively in actual job situation. • Demonstrate the ability to exercise the responsibility to complete assigned task to them and for the team. |
| e | <p>Instructional Design :</p> <p>1. Curriculum design (Outcome of Expert Committee meeting; Programme Structure: specify the theory, practical, fieldwork, project, etc components):</p> | <p>Programme consists of 23 theory courses and 01 Dissertation and total credits for the programmes is 132. Structure approved by School Board (29th School Board Held on 29th March 2022).</p> |
| | 2. Total Credit hours (including course wise): | 132 Credits |
| | 3. Detailed syllabi: | Attached |
| | 4. Duration of the programme (Minimum & Maximum): | Minimum: 3 Years Maximum: 6 Years |
| | 5. Medium of instruction: | English |
| | 6. Type of programme (General/ Professional): | Professional |
| | 7. Faculty and Support staff: | All faculty members are involved |
| | 8. Instructional design & delivery mechanism (Media to be used -print, audio, video, online, computer aided, web based, etc. (course wise)): | Print, Audio(IRC), Video (Swayam Prabh) course may be launched at Swayam Platform as MOOC |
| | 9. Student Support Service system (Specify the provisions to be made at HQs, Regional Centres, Learner Support Centres and Web based, etc): | No Additional provision |
| f | <p>Procedure for admissions, curriculum transaction and evaluation:</p> <p>1. Define the admission policy (including web based tools to be adopted) :</p> | As per University policy |
| | 2. Eligibility criteria: | 10+2 or equivalent |

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| | 3. Fee structure: | In process from P&DD |
| | 4. Financial assistance to learners (if any): | Nil |
| | 5. Activity planner of all academic activities of the academic session: | Internship is proposed |
| | 6. Policy for Evaluation of learner progress along with methods and tools: | Assignment and Term end Examination (30% Assignment and 70% Term End Examination) |
| g | Requirement of the laboratory support and library resources: | |
| | 1. Laboratory support to the learners (if any): | |
| | 2. Provision of Practical book for learners (if any): | |
| | 3. Provision of Virtual Reality methods for Practicals in case of Online learning (if any): | |
| h | Cost estimate of the program and the provisions: | In process from P&DD |
| | 1. Indicate the budgetary requirement for: | |
| | 1. Programme Development | |
| | 2. Delivery | In process from P&DD |
| | 3. Maintenance | In process from P&DD |
| i | Quality assurance mechanism and expected program outcomes*: | Feedback analysis from learners |
| | 1. Define the review mechanism of the Programme for enhancing the standards of curriculum, instructional design relevant to professional requirements: | |
| | 2. Define Programme benchmark statements: | Industry Affiliation |
| | 3. Mechanism for monitoring the | |

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| effectiveness of the programme: *Minimum standards must adhere to UGC (ODL) Regulations, 2017 and directions of the Statutory Bodies of the University | |
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Name & Signature of Programme Coordinator(s)



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Name & Signature of the Director of the School of Studies with seal

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निदेशक, प.अ.से.प्र.वि., इग्नू
Prof. Paramita Suklabaidya
Director, SOTHSM, IGNOU

Enclosure:

1. Report of Exploratory Expert Committee Meeting
2. Need Assessment Report