

ORGANISATION OF COMMERCE AND MANAGEMENT STANDARD XII

Competency Statement

Unit No.	Chapter Name	Competency Statements
1)	Principles of Management	<ul style="list-style-type: none"> Understands meaning and definitions of principles of management.
		<ul style="list-style-type: none"> Understands the nature and significance of principles of management.
		<ul style="list-style-type: none"> Understands theories of management.
		<ul style="list-style-type: none"> Understands Henry Fayol's theory of management.
		<ul style="list-style-type: none"> Understands Taylor's scientific management theory in detail.
2)	Functions of Management	<ul style="list-style-type: none"> Understands functions of management
		<ul style="list-style-type: none"> Understands meaning, definition and importance of functions of management
3)	Entrepreneurship Development	<ul style="list-style-type: none"> Understand entrepreneur intrapreneur and
		<ul style="list-style-type: none"> Understands entrepreneurship development.
		<ul style="list-style-type: none"> Understands initiatives in entrepreneurship development.
4)	Business Services	<ul style="list-style-type: none"> Understands various business services.
		<ul style="list-style-type: none"> Understands types of banks
		<ul style="list-style-type: none"> Understands e-banking
		<ul style="list-style-type: none"> Understands principles and types of insurance
		<ul style="list-style-type: none"> Understand different types of communication.
		<ul style="list-style-type: none"> Understands functions and types of warehouses.
		<ul style="list-style-type: none"> Understands types of transport.
5)	Emerging Modes of Business	<ul style="list-style-type: none"> Understands e-business.
		<ul style="list-style-type: none"> Understands scope and benefits of e-business.
		<ul style="list-style-type: none"> Understands online transaction process.
		<ul style="list-style-type: none"> Understands outsourcing.
		<ul style="list-style-type: none"> Understands BPO, KPO, LPO
6)	Social Responsibilities of Business organisations	<ul style="list-style-type: none"> Understands social responsibility of business.
		<ul style="list-style-type: none"> 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.